

FAIRFAX COUNTY TITLE VI PROGRAM



TABLE OF CONTENTS

1. CHAPTER 1: INTRODUCTION	4
1.1. Title VI of the Civil Rights Act of 1964	4
1.2. Description of Service.....	4
1.3. FCDOT Title VI Division Updates.....	5
1.3.1. Summary of Accomplishments and Improvement Focus Areas	5
1.3.2. Recent Studies and Activities	6
1.3.3. Notable Updates to the Title VI Program	6
2. CHAPTER 2: REQUIREMENTS AND GUIDELINES.....	7
2.1. Title VI Public Notice	7
2.2. Title VI Complaint Procedures and Form	10
2.2.1. Title VI Complaint Procedures.....	10
2.2.2. Title VI Complaint Form for Allegations of Discrimination.....	11
2.3. Service Area Profile	14
2.3.1. Demographic and Service Profile Maps and Charts	14
2.3.2. Demographic Ridership and Travel Patterns.....	19
2.4. Minority Representation on Relevant Non-Elected Commissions, Committees, and Boards	25
2.5. Summary of Title VI Complaints, Investigations, and Lawsuits.....	26
2.6. Land Acquisition for Purposes of Facility Construction.....	26
2.7. Sub-Recipients of Federal Transit Administration Funding.....	26
2.8. Public Participation Plan.....	27
2.8.1. Introduction and Goals.....	27
2.8.2. Public Outreach Strategies	27
2.8.3. Outcomes Evaluation Process	30
2.8.4. summary of outreach efforts since the last Title VI Program submission	30
2.8.5. Project Examples.....	32
2.9. Language Access Plan	34
2.9.1. Introduction	34
2.9.2. Four Factor Analysis Methodology.....	35
2.9.3. Four Factor Analysis Results.....	46
2.9.4. Monitoring and Evaluation.....	54
3. CHAPTER 3: SERVICE STANDARDS AND POLICIES.....	57
3.1. Transit Service Standards	57
3.1.1. Vehicle Load	57
3.1.2. Vehicle Headway.....	57
3.1.3. On-Time Performance.....	58
3.1.4. Service Availability	58
3.2. Transit Service Policies	58
3.2.1. Transit Amenities	58
3.2.2. Vehicle Assignment	59
3.3. Transit Service Monitoring	60



3.4. Major Service Change, Disparate Impact, and Disproportionate Burden Policies.....	61
3.4.1. Introduction to Major Service Change, Disparate Impact, and Disproportionate Burden Policies	61
3.5. Major Service Changes Implemented from FY 2021 to FY 2023	68
3.5.1. Relevant Fairfax County Title VI Program Elements.....	68
3.5.2. Summary of Major Service Changes	68
3.5.3. Summary of Analysis Results.....	69
3.5.4. Conclusion	74
3.6. Major Fare Changes Implemented from FY 2021 to FY 2023	74
3.6.1. Relevant Fairfax County Title VI Program Elements.....	74
3.6.2. Summary of Major Fare Changes	74
3.6.3. Summary of Analysis Results.....	74
3.6.4. Conclusion	75
3.7. Analysis of Transit Service Standards	75
3.7.1. Vehicle Load	75
3.7.2. Service Headways.....	76
3.7.3. On-Time Performance.....	79
3.7.4. Service Availability	80
3.8. Analysis of Transit Service Policies	81
3.8.1. Transit Amenities	81
3.8.2. Vehicle Assignment	85
4. APPENDICES	86
Appendix A: Fairfax County Title VI Accomplishments Questionnaire.....	86
Appendix B: Maps of LEP Populations in Fairfax County by Language	88
Appendix C: Presentation of Major Service Change, Disparate Impact, and Disproportionate Burden Proposed Policies	96
Appendix D: Major Service Change, Disparate Impact, and Disproportionate Burden Policies – Public Comments Received	120
Appendix E: FCDOT Title VI Online Survey Results Overview	123
Appendix F: Major Service Change, Disparate Impact, and Disproportionate Burden Policies – Fairfax County Board of Supervisors Approval.....	134
Appendix G: FCDOT Service/Fare Equity Analysis Fairfax County Board of Supervisors Approvals.....	135
Appendix H: FCDOT Title VI Plan Fairfax County Board Approval	141



1. CHAPTER 1: INTRODUCTION

1.1. Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 prohibits discrimination against an individual or group, intentional or unintentional, on the basis of race, color, and national origin in any program or activity receiving Federal financial assistance. The County of Fairfax, Virginia, through the Department of Transportation (FCDOT), is a direct recipient of Federal Transit Administration (FTA) grant funds to support transit-related activities. Since the County receives these grant funds, it is required to conform to Title VI of the Civil Rights Act of 1964 and its amendments, as stipulated by FTA. The FTA Office of Civil Rights monitors FCDOT's Fairfax Connector (Connector) and Title VI programs and ensures their continued compliance.

Title VI requirements are delineated in FTA's Title VI Circular 4702.1B, *Title VI Requirements for Federal Transit Administration Recipients*. FTA's circular provides guidance to grantees on how to comply with Title VI regulations, as well as ensures grantees provide meaningful language access to persons with Limited English Proficiency (LEP). The circular provides specific compliance information for each type of grantee and provides comprehensive appendices, including additional guidance and examples to ensure recipients understand the requirements.

The FTA Title VI Circular 4702.1B also includes requirements that address Presidential Executive Order 12898 "Federal Actions to Address Environmental Justice in Minority and Low-Income Populations," and integrates requirements found in Presidential Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," which addresses services to LEP individuals.

Fairfax County works to ensure that its transit services are provided in a nondiscriminatory manner and the opportunity for full and fair participation is offered to riders and others in the community. The County also meets the needs for services and materials for persons with limited English-speaking ability. As part of the County's provision of Title VI assurances that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of the County's services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of the Title VI of the Civil Rights Act of 1964 and Executive Order 13116.

1.2. Description of Service

Fairfax County is located in the Commonwealth of Virginia. It is Virginia's most populous county with an estimated population of 1,149,439 according to the American Community Survey's 5-Year Estimates for 2017-2021. Fairfax County provides transit service through Fairfax Connector, a locally owned and controlled fixed-route bus transit system operated by a third-party contractor. Since its inception in 1985, the Connector system has grown significantly and now has the third largest bus fleet in the Washington, DC, region, and has the largest public bus fleet in Virginia.¹ As of 2022, the Fairfax Connector system consists of 94 routes that provide over 840,428 revenue hours annually, representing an estimated 73 percent of the total bus service in the County.

In addition to Fairfax Connector services, the Washington Metropolitan Area Transit Authority (WMATA) provides approximately 27 percent of the total bus service revenue hours in the County through Metrobus.

¹ National Transit Database, 2018 Data.



Metrobus service is regionally focused, providing service across jurisdictional lines, while Connector service is non-regional in nature and operates largely within the County boundaries. The County initiated Fairfax Connector in September 1985 as a cost-effective alternative to the provision of non-regional fixed-route/fixed-schedule bus service by WMATA and has significantly expanded the system since then.

The County is also served by two rail systems: WMATA's Metrorail and the Virginia Railway Express (VRE) commuter rail. Metrorail operates four lines and 13 stations: the Orange Line along the I-66 corridor (three stations); the Blue Line from the Springfield area (one and a half stations); the Yellow Line (one station) from the Huntington area / Richmond Highway corridor; and the Silver Line (eight stations) through Tysons to Washington Dulles International Airport and Loudoun County. VRE provides service to the County on two lines. The Manassas Line connects three stations in the Burke area to Fairfax, Alexandria, and Washington DC, while the Fredericksburg Line connects two stations, in Lorton and Springfield, to those same locations.

1.3. FCDOT Title VI Division Updates

1.3.1. SUMMARY OF ACCOMPLISHMENTS AND IMPROVEMENT FOCUS AREAS

The Fairfax County Department of Transportation, in its commitment to Title VI adherence, conducted a survey of departmental staff in February 2023. The goal was to review FCDOT's outreach activities following the 2020 adoption of the Title VI Program by the Fairfax County Board of Supervisors, to identify accomplishments, issues, and to determine where or if any improvements could be made in terms of Title VI Program implementation. Questionnaires were sent to all FCDOT heads of all divisions including Transit Services, Site Analysis and Transportation Planning, Capital Projects and Traffic Engineering, Transportation Design, and Special Projects (including the Silver Line). The questionnaire is included as **Appendix A**.

The responses to the questionnaire demonstrate FCDOT's ongoing commitment to promoting inclusiveness. For example, due to the COVID-19 pandemic, many meetings during the past several years were held virtually to ensure public safety but still allow critical public input. When meetings reverted more often to in-person events, planners had a whole new set of tools to conduct hybrid meetings. Although the pandemic was largely past, planners discovered that many people with difficult schedules appreciated attending meetings virtually, if they could not be there in-person. Regardless of meeting format, meeting planners continued to consult language maps prior to public meetings to determine if interpreters would be needed. They also contacted relevant Supervisor offices and the Department of Neighborhood and Community Services (NCS) staff and community stakeholder organizations to seek information or gain awareness of any special language requirements or groups that would potentially need to be addressed. Language assistance and Americans with Disabilities Act (ADA) statements are always included when announcing public events through various media including newspaper, web advertisements, and mailings.

Implementing the questionnaire after the pandemic and the challenges associated with public outreach during those circumstances also made FCDOT staff more aware of how important data collection methods are. As a result, FCDOT staff have embarked on a process to create a public outreach checklist that helps guide outreach efforts and collects important outreach feedback. The forthcoming document will be utilized by all FCDOT staff engaged in public outreach activities. It provides staff resources for understanding the community in which a project is taking place. It identifies any gaps that need to be addressed or organizations that need to be involved to conduct outreach successfully. Equally important, the information gathered can serve as a valuable resource for future interactions in the same geographic area.



1.3.2. RECENT STUDIES AND ACTIVITIES

In addition to the questionnaire, the Transit Services Division (TSD) Service Planning Section undertook four route optimization studies that looked at travel demand and trip patterns in Fairfax County. These studies examined how the existing Fairfax Connector transit network could be restructured to better align with identified travel patterns and demand, particularly from Title VI communities.

The Reston-Herndon Route Optimization study was undertaken to determine how existing Fairfax Connector bus services in the northwest area of the county would need to be adjusted in response to the planned extension of Metrorail's Silver Line to Dulles Airport and Loudoun County. The Franconia-Springfield Route Optimization Study evaluated potential changes to the Fairfax Connector bus network in the area centered around the Franconia-Springfield and Van Dorn Metrorail Stations. The Huntington Route Optimization Study analyzed service and proposed adjustments to bus routes around the southeastern portion of the county near the border with the City of Alexandria, centered around Huntington Metrorail Station. Finally, the Centreville-Chantilly-Vienna-Tysons (CCVT) Route Optimization Study was an evaluation and large service change proposal for the I-66 corridor between Centreville and Tysons.

1.3.3. NOTABLE UPDATES TO THE TITLE VI PROGRAM

The TSD Service Planning Section also undertook an update of portions of the County's Title VI Program. This effort included reviewing the current methodologies used to evaluate Title VI impacts stemming from proposed Fairfax Connector service changes, and any proposed transit fare increases. This evaluation helped determine what, if any changes in methodology are needed with regard to Major Service Change, Disparate Impact, and Disproportionate Burden policies. The product of this planning effort is included in **Section 3.4: Major Service Change, Disparate Impact, and Disproportionate Burden Policies** of this Title VI Program.



2. CHAPTER 2: REQUIREMENTS AND GUIDELINES

2.1. Title VI Public Notice

The following language continues to be used to notify the public of their rights under Title VI for the Fairfax County Department of Transportation and Fairfax Connector:

Notifying the Public of Rights under Title VI

Fairfax County Department of Transportation and Fairfax Connector

The Fairfax County Department of Transportation and Fairfax Connector operate programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Fairfax County Office of Human Rights and Equity Programs within 180 days of the date of the alleged discrimination. The Office of Human Rights and Equity Programs is located at 12000 Government Center Parkway, Fairfax, Virginia 22035. This office can also be reached by calling 703-324-2953, TTY 711, or Fax: 703-324-3570.

For more information on the Fairfax County Department of Transportation and Fairfax Connector civil rights program and the procedures to file a complaint, please contact: 703-339-7200 (703-339-1608 TTY), email fairfaxconnector@fairfaxcounty.gov; or visit the department's administrative office at 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033. Information on the procedures to file a complaint or to file a complaint contact: 703-324-2953 (TTY 711) or <http://www.fairfaxcounty.gov/ohrep/epd/>. Complaints can be mailed to: Fairfax County Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Suite 318, Fairfax, Virginia 22035.

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, please contact: 703-877-5600, TTY 711.



The English notice, as well as notices in other languages, are available at <https://www.fairfaxcounty.gov/connector/titlevi>. Title VI notices are available in the following languages: Spanish (**Figure 1**), Korean, Vietnamese, Chinese, Amharic,² Hindi,³ Arabic, Urdu, Farsi, and Tagalog.⁴

Figure 1: Title VI Notice to the Public, Spanish Version




Aviso público

Departamento de transporte del Condado de Fairfax y Fairfax Connector

Notificación al público sobre los derechos bajo el Título VI

El Departamento de transporte del Condado de Fairfax y Fairfax Connector dirigen programas y servicios sin importar raza, color ni nacionalidad en conformidad con el Título VI de la Ley de los derechos civiles. Cualquier individuo que considere que ha sido ofendido por alguna práctica ilícita discriminatoria puede presentar una queja bajo el Título VI ante la Oficina de derechos humanos y programas de equidad del Condado de Fairfax en un plazo de 180 días a partir de la fecha de la presunta acción discriminatoria. La Oficina de derechos humanos y programas de equidad se encuentra en 12000 Government Center Parkway, Fairfax, Virginia 22035.

También puede comunicarse a la oficina al 703-324-2953, usuarios de la línea TTY al 711 o por Fax: 703-324-3570. Para mayor información sobre el Departamento de transporte del Condado de Fairfax, el programa de derechos civiles de Fairfax Connector y los procedimientos para presentar una queja, llame al: 703-339-7200 (usuarios de la línea TTY al 703- 339-1608 TTY), envíe un correo electrónico a fairfaxconnector@fairfaxcounty.gov o visite la oficina administrativa del departamento en 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033.

Para mayor información sobre los procedimientos para presentar una queja o para presentar una queja llame al: 703-324-2953 (usuarios de la línea TTY al 711) o <http://www.fairfaxcounty.gov/ohrep/epd/>. Puede enviar su queja por correo a: Fairfax County Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Suite 318, Fairfax, Virginia 22035.

Para presentar una queja directamente ante la Administración federal de tránsito, el demandante puede enviar su queja a Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si requiere información en otro idioma, por favor llame al: 703-877-5600, usuarios de la línea TTY al 711.



Suscríbese hoy
PARA RECIBIR
NOTICIAS DEL
CONDADO DE
FAIRFAX
fairfaxcounty.gov/news/subscribe



Para solicitar esta información en un formato alternativo, llame al Departamento de transporte, 703-877-5600, usuarios de la línea TTY al 711.



Condado de Fairfax,
Virginia

FCDOT Title VI Notice - Spanish -

The languages above were selected based on the fact that prior to the last Title VI Program update they 1) constituted the ten most prevalent non-English languages spoken in Fairfax County, and 2) they correlated with the ten highest numbers of individuals who speak English “less than very well.” Together, speakers of the ten

² The U.S. Census simply lists “African languages” for all African languages. However, Amharic speakers, born in Ethiopia, make up the largest African immigrant population in Fairfax County. (U.S Census Bureau, American Community Survey, 2014-2018, five-year estimates)

³ “Other Indic Languages” fell higher in the top ten languages (e.g. Telugu at 8) while Hindi was at 10 with individuals in all cases speaking English “less than very well”. For the reason that many speakers of other Indic languages may also speak or have knowledge of Hindi, it was included on this list. For this Title VI Program update, the category has a different name: “Hindi and other Indic”, which removes the category overlapping problem that previously existed.

⁴ The ten languages listed here are the languages FCDOT has been translating the Title VI Public Notice into since the last Title VI Program Update in 2020. The top ten languages in Fairfax County have shifted in the past three years; **Table 20** in the Language Access Plan describes the differences in the languages between the last Title VI Program and the new Title VI Program.



languages selected for use on the Notice comprised 80 percent of all the speakers of languages other than English in Fairfax County before the last Title VI Program update.

The notice in **Figure 2** is displayed in Fairfax Connector vehicles.

Figure 2: Title VI Public Notice Displayed in Fairfax Connector Vehicles



Public Notice



Fairfax County Department of Transportation and Fairfax Connector Notifying the Public of Rights Under Title VI

The Fairfax County Department of Transportation and Fairfax Connector operate programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Fairfax County Office of Human Rights and Equity Programs within 180 days of the date of the alleged discrimination. The Office of Human Rights and Equity Programs is located at 12000 Government Center Parkway, Fairfax, Virginia 22035. This office can also be reached by calling 703-324-2953, TTY 711, or Fax: 703-324-3570.

For more information on the Fairfax County Department of Transportation and Fairfax Connector civil rights program and the procedures to file a complaint, please contact: 703-339-7200 (703-339-1608 TTY), email fairfaxconnector@fairfaxcounty.gov; or visit the department's administrative office at 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033. Information on the procedures to file a complaint or to file a complaint contact: 703-324-2953 (TTY 711) or <http://www.fairfaxcounty.gov/ohrep/epd/>. Complaints can be mailed to: Fairfax County Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Suite 318, Fairfax, Virginia 22035.

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, please contact: 703-324-2953, TTY 711.

Para solicitar esta información en un formato alternativo, llame al Departamento de transporte, 703-877-5600, usuarios de la línea TTY al 711.

ይህ መረጃ በሌላ ቋንቋ ማግኘት ከሰፈለገ አባክዎ በስልክ ቁጥር 703-324-2953፣ TTY 711 ይደውሉ።

إذا كنت تحتاج إلى المعلومات بلغة أخرى، يمكن الاتصال بـ: 703-324-2953، خدمة الهاتف النصي 711.

اگر به اطلاعات به زبانی دیگر نیاز دارید، لطفاً با شماره 703-324-2953 تماس بگیرید.

यदि किसी अन्य भाषा में जानकारी की आवश्यकता हो तो कृपया अग्रंकित पर सम्पर्क करें : 703-324-2953, TTY 711.

如果你需要用其它语言撰写的资料，请联络：703-324-2953，电传打字机TTY 711.

اگر کسی دیگر زبان میں معلومات کی ضرورت ہو تو برائے مہربانی رابطہ کریں: 703-324-2953, TTY 711.

다른 언어로 해당 정보를 받아보고 싶으시다면 전화 703-324-2953, TTY 711번으로 문의하십시오.

Kung kailangan ang impormasyong ito sa ibang wika, mangyaring makipag-ugnayan sa: 703-324-2953, TTY 711.

Nếu cần thông tin qua ngôn ngữ khác thì liên lạc: 703-324-2953, Máy điện văn (TTY) 711

Fairfax County Department of Transportation (FCDOT) ensures nondiscrimination in all programs and activities in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA). If you need more information or reasonable accommodations for persons with disabilities or limited English proficiency, contact FCDOT at 703-877-5600, TTY 711. Requests for assistance must be received at least 7 business days in advance of the event.



The County's Title VI Notice references both FCDOT and Fairfax Connector to ensure that it is understood that Title VI applies both to the Fairfax Connector service and to other FCDOT transit-related activities. The notice will be printed in each of the ten languages listed above and posted in the following places:

- FCDOT Administrative Offices at 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033, at the front desk and reception area
- Fairfax Connector Webpage at: <http://www.fairfaxcounty.gov/connector>
- All Fairfax Connector Stores:
 - Franconia-Springfield Metrorail Station, 6880 Frontier Drive, Springfield, Virginia 22150
 - Herndon-Monroe Park-and-Ride, 12530 Sunrise Valley Drive, Herndon, Virginia 20171
 - Reston Town Center Transit Station, 12051 Bluemont Way, Reston, Virginia 20190
 - Stringfellow Park-and-Ride, 4920 Stringfellow Road, Centreville, Virginia 20120
 - Tysons West*Park Transit Station, 8300 Jones Branch Drive, McLean, Virginia 22102
- All Fairfax Connector buses (English and Spanish only)
- At all Fairfax Connector and transit-related FCDOT public meetings



2.2. Title VI Complaint Procedures and Form

The Fairfax County Department of Transportation and Fairfax Connector Title VI Complaint Procedures and Complaint Form can be found at <https://www.fairfaxcounty.gov/connector/titlevi> in the ten languages noted in **Section 2.1.**

2.2.1. TITLE VI COMPLAINT PROCEDURES

Fairfax County's Title VI Complaint Procedures have been posted on Fairfax Connector's website at <https://www.fairfaxcounty.gov/connector/titlevi> and are available in Fairfax Connector Stores, park-and ride facilities, on Fairfax Connector buses, at major Fairfax Connector transit hubs, and at FCDOT's Administrative Offices.

The following text has been produced as part of FCDOT's Title VI Complaint Procedures:

Title VI of the Civil Rights Act of 1964 prohibits discrimination against an individual or group, intentional or unintentional, on the basis of race, color, and national origin in any program or activity receiving Federal assistance, including Fairfax Connector and Fairfax County Department of Transportation's transit operations and activities.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Fairfax Connector or Fairfax County Department of Transportation may file a Title VI complaint by completing and submitting the "Fairfax Connector" complaint form available on Fairfax County's Office of Human Rights and Equity Programs (OHREP) website at the following URL:

<http://www.fairfaxcounty.gov/ohrep/epd/>

A complaint form can also be obtained by writing the Office of Human Rights and Equity Programs, Equity Programs Division, 12000 Government Center Parkway, Fairfax, Virginia 22035 or by calling 703-324-2953, TTY 711, Fax: 703-324-3570.

Fairfax County investigates complaints received no more than 180 days after the alleged incident. Fairfax County can only process complaints that provide sufficient information to begin an investigation.

Within 48 hours of receiving a complaint, the Fairfax County Office of Human Rights and Equity Programs staff will contact the complainant and elicit all pertinent information with regard to the alleged discriminatory act(s) from the individual via an intake form. The complainant is required to cooperate with the intake process. Within 48 hours of completing an intake form, OHREP staff will use the information in the form to determine whether or not the complainant may establish a prima facie, or a clear case of possible discrimination.

If OHREP determines that there is a prima facie case of discrimination, an investigation will be initiated. Investigations may include, but shall not be limited to, on-site visits, interviews of witnesses and collection of documents. The accused party(ies) in the allegation(s) of discrimination will be interviewed and provided an opportunity to rebut the allegations and provide relevant information for investigation. Additionally, witnesses will be interviewed as deemed necessary. After an investigation is initiated all information obtained is confidential. Within seven work days of the initiation of an investigation all of the investigation documentation for the case must be completed. If additional time is necessary to prepare the documentation requested, the staff responsible for the investigation will request an extension from OHREP leadership.



After the completion of the investigation a report will be produced, and OHREP staff will submit a final recommendation to the OHREP Executive Director. The OHREP Executive Director will review the investigative file and make a final determination. OHREP will inform the complainant whether the allegations of discrimination were substantiated. Upon completion of the investigation and notification of the parties in the complaint, the file will be closed. All documentation, including audio tapes (if applicable), will be kept in the complaint file.

If OHREP determines that a prima facie case of discrimination has not occurred, no investigation will be initiated. However, OHREP’s findings in the matter will be documented in a report. OHREP’s findings fall under the purview of the Equity Programs Division and there is no right of appeal.

If probable cause is determined or misconduct by an employee is identified, OHREP will instruct FCDOT to consult with the Fairfax County Department of Human Resources regarding disciplinary action. If in the course of the investigation, the investigator has reason to believe that a criminal act or violation of law may have occurred, OHREP will contact the Fairfax County Police Department for appropriate action.

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.

2.2.2. TITLE VI COMPLAINT FORM FOR ALLEGATIONS OF DISCRIMINATION

Fairfax County has two complaint procedures providing for prompt resolution of complaints by individuals alleging discrimination prohibited by Federal, State, and local law or policy in the provision of services, activities, programs, or benefits.

This complaint form is to be utilized for filing complaints of discrimination on the basis of age, sex, sexual harassment, race, religion, creed, national origin, marital status, color, political affiliation or veteran’s status.

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.

An individual wishing to file a complaint based on disability will need to use the complaint form identified in the Fairfax County Government Complaint Procedure under the Americans with Disabilities Act. You may obtain a copy of the complaint form by contacting staff at the Office of Human Rights and Equity Programs. To contact the Fairfax County Office of Human Rights and Equity Programs call 703-324-2953, TTY 711 on any Fairfax County workday between the hours of 8:00 a.m. and 4:30 p.m., or email EPDEmailComplaints@FairfaxCounty.gov.

INSTRUCTIONS: Complaints should be filed in writing within 60 workdays (180 calendar days for transit related complaints) from the day the alleged discriminatory act took place. The term “workday” shall mean any Monday through Friday that is not a county holiday. An investigation will follow the filing of the complaint. This form should be used in conjunction with the Fairfax County Policy and Procedure for Individuals Alleging Discrimination in County Programs and Services.



Person Filing Complaint

Name:

Telephone No.:

Home:

Work:

Mobile:

E-mail:

Address:

Street: _____

City: _____

State: _____

Zip Code: _____

Person and Department Alleged to have Discriminated:

Name: _____

Department: _____

Street: _____

City: _____

State: _____

Zip Code: _____

Phone: _____

Basis (es) of Discrimination (check or circle all that apply):

- Race _____ Veteran's Status _____ Political Affiliation _____
- Color _____ Retaliation _____ Age – Date of Birth: _____
- National Origin _____ Sex or Gender _____ Other: _____
- Religion _____ Sexual Harassment _____ Other: _____
- Creed _____ Marital Status _____ Other: _____

Date(s) Discrimination Occurred: _____

Summary of Complaint: (attach additional pages if necessary)



Action Requested:

I affirm that I have read the above complaint and that it is true to the best of my knowledge, information or belief.

_____/_____/_____
Signature of Complainant Date

This form will be made available in an alternative format upon request. Direct your request to the Equity Programs Division of the Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Suite 318, Fairfax, VA 22035; 703-324-2953, TTY 711 or 703-324-3305 (Fax).



2.3. Service Area Profile

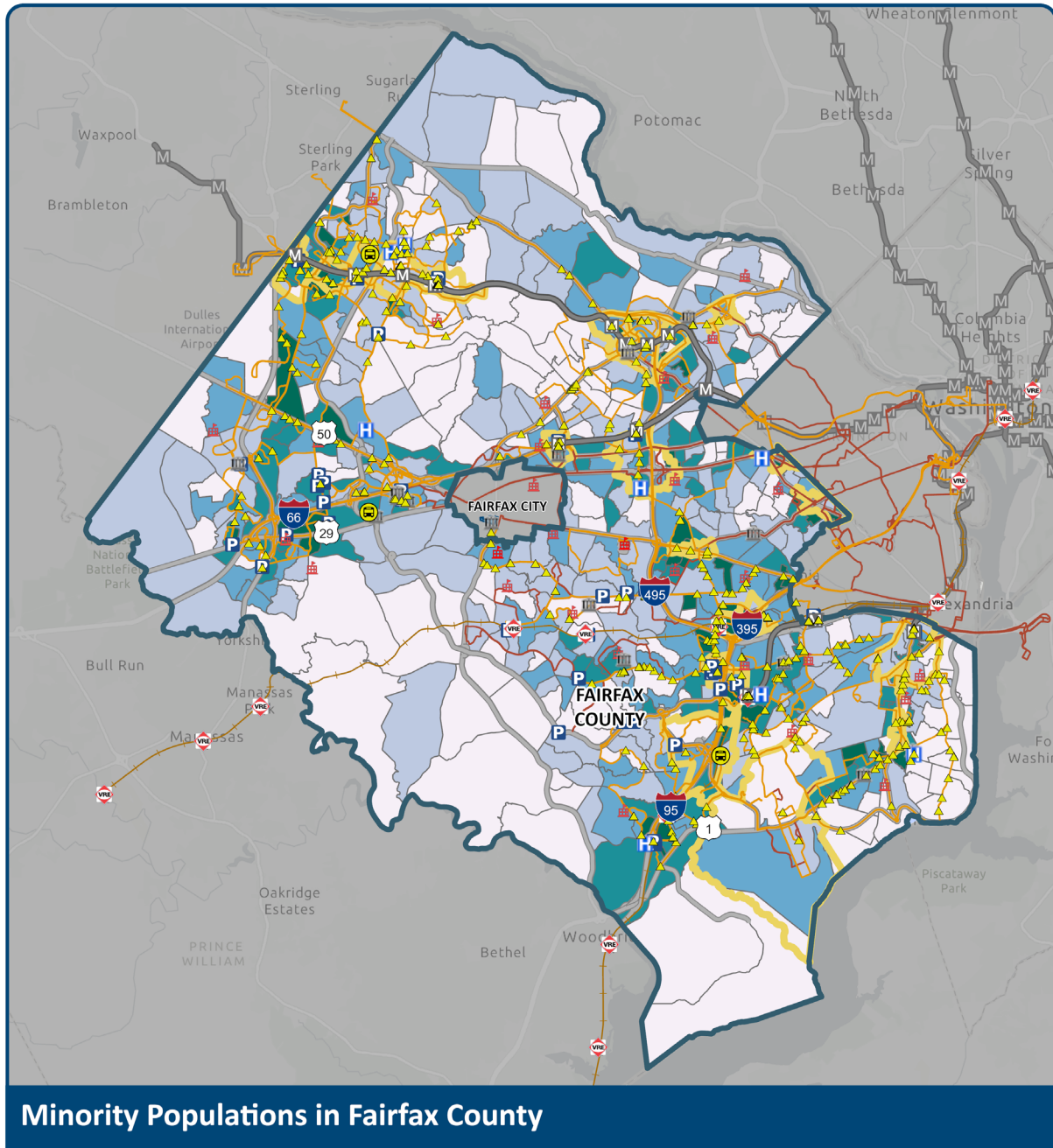
2.3.1. DEMOGRAPHIC AND SERVICE PROFILE MAPS AND CHARTS

The maps in **Figure 3** and **Figure 4** display the concentration and distribution of minority and populations residing in Fairfax County, along with the location of Fairfax Connector service and Washington Metropolitan Area Transit Authority’s (WMATA) Metrobus service. Metrobus generally provides “regional” public transportation service that serves multiple jurisdictions, while Fairfax Connector is focused on primarily providing local public transportation service. Together, Metrobus and Fairfax Connector services cover most of the areas of the County where concentrations of minority residents reside.

The minority populations in **Figure 3** and **Figure 4** are calculated from the United States Census Bureau’s 2017-2021 American Community Survey (ACS) Five-Year Estimates at the Block Group level, as the total population minus the non-Hispanic white population. Fairfax County’s population is 50.7 percent minority (all residents who identify as something other than non-Hispanic white). **Figure 3** depicts the percentages by block group of minority populations across Fairfax County. **Figure 4** focuses on block groups that fall above the County average percentage of minority residents.



Figure 3: Minority Population in Fairfax County by Block Group



Minority Populations in Fairfax County

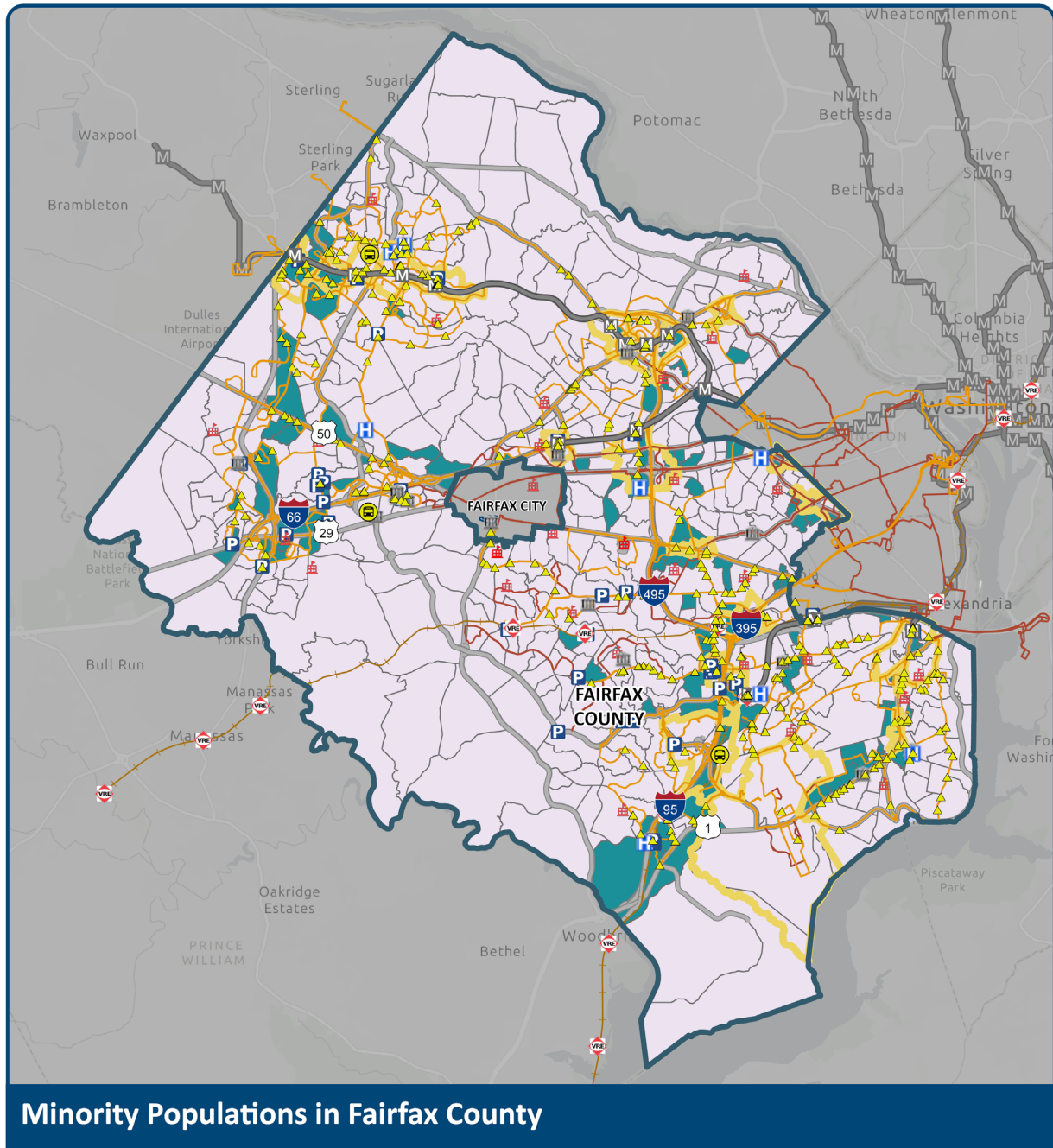
<p>Minority Population (%)</p> <ul style="list-style-type: none"> 0% - 19% 20% - 33% 34% - 46% 47% - 62% 63% - 100% <ul style="list-style-type: none"> Metrorail Fairfax Connector Service Metrobus Service 	<ul style="list-style-type: none"> Virginia Railway Express (VRE) Interstate, State Route, U.S. Route Fairfax County Border M Metrorail Stations VRE VRE Stations P Park and Ride ▲ Bus Shelter ● Bus Depots 	<ul style="list-style-type: none"> Hospitals Government Centers High School/Colleges Activity Center
--	---	---

0 2.5 5 Miles

N



Figure 4: Block Groups with Minority Population Percentage Above County Average



Minority Population (%)

County Average 50.7%

Below Average (0% - 50.7%)

Above Average (50.8% - 100%)

Metrorail

Fairfax Connector Service

Metrobus Service

Virginia Railway Express (VRE)

Interstate, State Route, U.S. Route

Fairfax County Border

Metrail Stations

VRE Stations

Park and Ride

Bus Shelter

Bus Depots

Hospitals

Government Centers

High School/Colleges

Activity Center

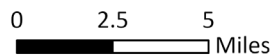
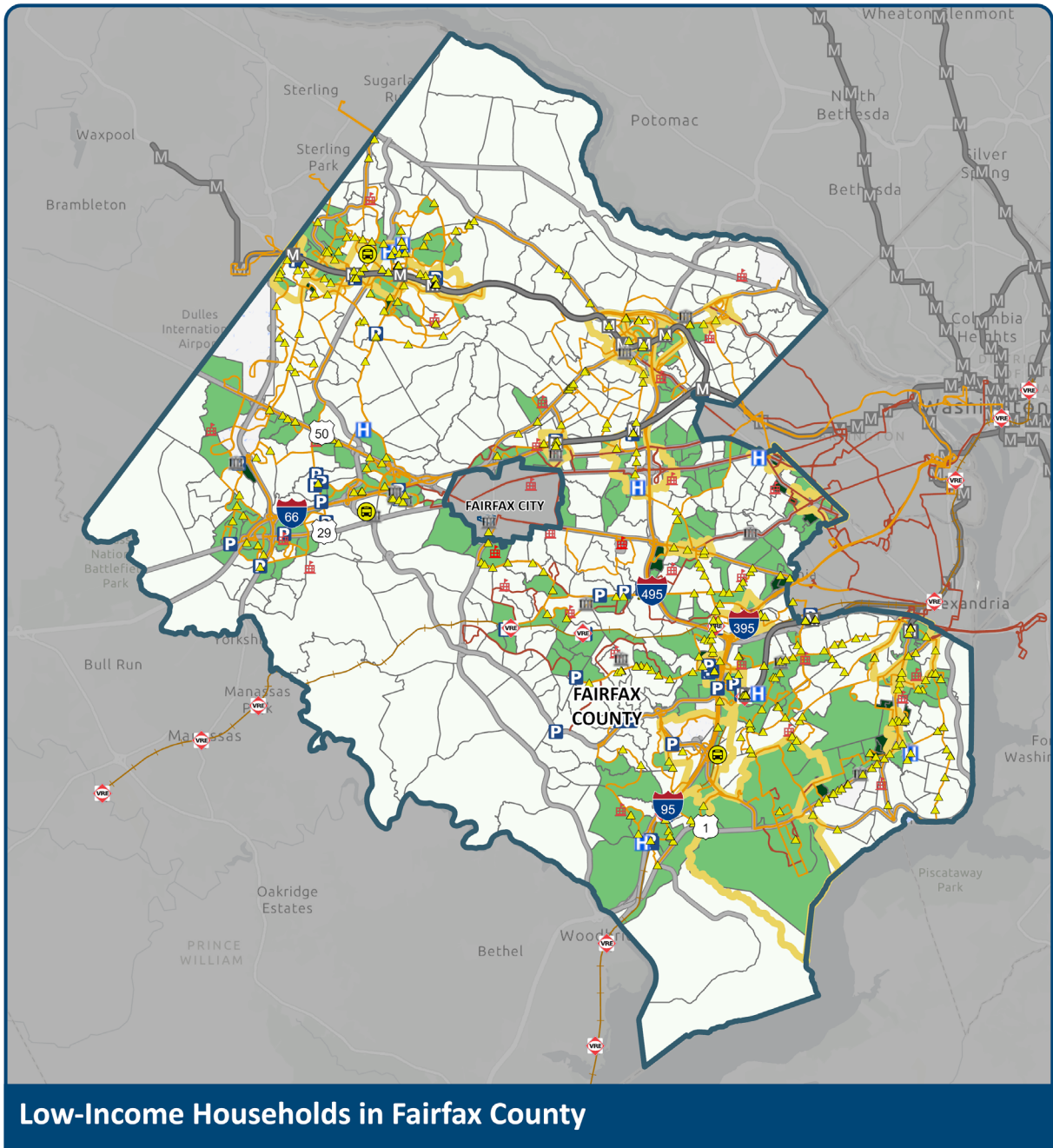


Figure 5 displays the concentration and distribution of low-income households in Fairfax County, along with the location of Fairfax Connector service and WMATA’s Metrobus service. Fairfax County’s Department of Housing and Community Development defines low-income households as households where the total income is less than 50 percent of the Metropolitan Statistical Area (MSA) median household income, adjusted for family size. In keeping with that definition, FCDOT used the Federal Housing and Urban Development (HUD) Fair Market Rents (FMR) income limits to determine the area median income (AMI) for the Washington-Arlington-Alexandria Metro FMR Area, which includes Fairfax County. For FY 2021, the AMI in this area is \$129,000; 50 percent of that income is \$64,500. This number was rounded down to the closest break point of \$59,999 in ACS Data Table B19001, to use ACS data to analyze impacts on low-income riders. Income data was pulled from the 2017-2021 ACS Five-Year Estimates, at the block group level. Based on this analysis, Fairfax County’s households are 19.4 percent low-income.



Figure 5: Median Household Income by Block Group



Low-Income Households in Fairfax County

Low-Income Households

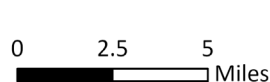
Median Household Income

- Above Area Median Income (More than \$129,000)
- Below AMI (\$60,000 - \$129,000)
- Low-Income, 50% AMI and Below (Under \$60,000)

- Metrorail
- Fairfax Connector Service
- Metrobus Service

- Virginia Railway Express (VRE)
- Interstate, State Route, U.S. Route
- Fairfax County Border
- M Metrorail Stations
- VRE VRE Stations
- P Park and Ride
- Bus Shelter
- M Bus Depots

- Hospitals
- Government Centers
- High School/Colleges
- Activity Center



2.3.2. DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS

About the Fairfax Connector Origin Destination Survey

The *Fairfax Connector Origin Destination Survey*, an on-board customer survey administered to a random sample of Fairfax Connector bus riders, was completed in September 2019, and is being used here. The survey was conducted from March 30 - May 24, 2019. Surveys were conducted on a sampling of 25 percent of trips representing one weekday, one Saturday, and one Sunday of travel. Survey results were collected from 3,672 respondents, and the results were weighted to represent actual ridership.

The purpose of the 2019 On-Board Survey was three-fold:

- Collect information on the demographic characteristics and travel patterns of Fairfax Connector riders to comply with FTA Title VI reporting requirements and guidelines;
- Obtain information on Fairfax Connector passenger behavioral tendencies and preferences (e.g., fare payment methods, information sources used for travel decisions, etc.) to inform Fairfax Connector’s efforts to increase ridership and improve the customer experience; and
- Obtain origin & destination information for future planning purposes.

Findings

Totals presented in this section may not add to 100 percent, due to rounding, and any numbers in italics total to the net number above them.

Sixty-seven percent of survey respondents identified as minorities (i.e., Black/African American, Hispanic or Latino, Asian, or other) (**Table 1**).

Table 1: Race / Ethnicity of Fairfax Connector Riders – 2019 O-D Survey

Race / Ethnicity ⁵	Percent of Total Riders
White	33%
Minority	67%
<i>Black / African American</i>	35%
<i>Hispanic</i>	12%
<i>Asian</i>	14%
<i>Native American</i>	1%
<i>Other⁶</i>	5%

The survey was available in English, Spanish, and Korean. Sixteen percent of all surveys were taken in Spanish and 14 percent of all surveys were taken in Korean (**Table 2**).

Table 2: Survey Questionnaire Administered in English, Spanish, and Korean – 2019 O-D Survey

Questionnaire Type	Percent of Total Surveys Administered
English	70%
Spanish	16%
Korean	14%

⁵ Multiple responses accepted. For example, a respondent could respond by identifying as both white and Hispanic. The categories listed in Table 1 represent the top mentions from the survey responses.

⁶ Percentages for all other languages were below one percent.

Sixty-six percent of all Fairfax Connector riders make a household income of \$60,000 or less and are considered low-income (**Table 3**).

Table 3: Fairfax Connector Riders Household Income – 2019 O-D Survey

Income	Percent of Total Riders
Low-Income	66%
\$10,000 or less	13%
\$10,001 to \$20,000	9%
\$20,001 to \$30,000	12%
\$30,001 to \$40,000	13%
\$40,001 to \$50,000	11%
\$50,001 to \$60,000	8%
Not Low-Income	35%
\$60,001 to \$70,000	5%
\$70,001 to \$80,000	5%
\$80,001 to \$100,000	7%
\$100,001 to \$125,000	6%
\$125,001 to \$150,000	5%
More than \$150,000	7%

In addition to demographic information above that provides a snapshot of the race/ethnicity and household income of Fairfax Connector riders, it also is important to understand general travel patterns. Private vehicle availability and usage, other modes of travel available (besides Fairfax Connector), reasons for using Fairfax Connector, frequency and purpose of Fairfax Connector use, trip origins and destinations, method of fare payment, number of transfers, and how riders access Fairfax Connector services, help paint a picture of why and how the system is used by riders. From these data, the County is better able to understand the needs of the Title VI community and how well Fairfax Connector meets those needs.

Based on the survey, 59 percent of all riders did not have access to a vehicle to make a trip on the day they were surveyed. Seventy-two percent of low-income riders and 64 percent of minority riders lacked access to a vehicle, respectively (**Table 4**). These figures are reflected in the proportion of Fairfax Connector riders who do not have a usable vehicle available in their household (**Table 5**). Twenty-five percent of riders would use a taxi or Transportation Network Company (TNC) if the Fairfax Connector bus were not available, a more costly trip than the bus (**Table 6**). Low-income riders would be even more likely to use taxis or TNCs in place of the bus, with 35 percent of low-income riders selecting this option.

Table 4: Availability of Usable Vehicle to Make the Trip Today – 2019 O-D Survey

Availability of Usable Vehicle to Make the Trip Today	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
Yes	38	26	32
No	59	72	64



Table 5: Fairfax Connector Riders Availability of Vehicles – 2019 O-D Survey

Number of Usable Cars, SUVs, Vans or Trucks in Household	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
None	47	62	51
One	33	28	32
Two	15	7	12
Three or More	3	2	2

Table 6: Use of Other Modes if Fairfax Connector Were Not Available – 2019 O-D Survey

Alternative Modes if Bus Not Available ⁷	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
Drive	19	11	16
Get A Ride/Carpool	22	27	24
Taxi/TNC	25	35	28
Other Public Transportation	9	4	7
Walk	7	9	7
Bike	1	2	1
Would Not Go at All	6	5	6
Would Go Elsewhere by Bus	4	5	4
Other	1	<1	1

Table 7 displays the main reasons respondents cited for using Fairfax Connector. Among all riders, 40 percent are transit-dependent, meaning that they do not have a car or a driver’s license. Among low-income riders this figure rises to 52 percent, while 45 percent of minority riders are transit dependent.

Table 7: Reasons for Using Fairfax Connector – 2019 O-D Survey

Reasons for Using the Bus	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
Have no alternative – no car	33	43	38
Have no alternative – no driver’s license	7	9	7
Economical	25	27	25
Prefer not to drive	8	5	6
Faster than driving	8	5	7
Parking is unavailable/expensive	5	2	4
Car/ride not available today	6	4	6
Better for environment	1	1	1
Other	4	2	3

Ninety-one percent of survey respondents are frequent Fairfax Connector riders who use the bus at least once a week to make the particular trip during which they were surveyed (**Table 8**). Sixty-six percent said they make

⁷ Percentages do not equal 100 percent due to rounding.



that particular trip by bus five times per week or more. Low-income riders rely on the bus for their trip six or seven days a week more than the average rider does (25 percent compared to 17 percent).

Table 8: Frequency of Particular Trip by Bus – 2019 O-D Survey

Frequency of Particular Trip by Bus	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
Net: Weekly	91	93	92
7 days per week	6	9	8
6 days per week	11	14	12
5 days per week	49	42	47
3-4 days per week	17	17	18
1-2 days per week	8	10	8
Net: Less often	6	5	5
1-2 days per month	4	3	3
Less than one day per month	2	2	2
First time making this trip	3	2	2

The on-board survey found that most riders surveyed were traveling from either home or work, 49 percent and 35 percent respectively (**Table 9**). The survey also found that most trip destinations were either home or work, 41 percent, and 38 percent respectively (**Table 10**). Little difference exists between all riders and minority and low-income riders in trip origins or destinations.

Table 9: One-Way Fairfax Connector Trip Origins – 2019 O-D Survey

Origin	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
Home	49	44	50
Work	35	35	34
Shopping	4	5	4
Social/Recreation/Sightseeing	3	5	3
Personal Business	4	5	4
School	2	3	2
Job-related business	1	1	1
Other	2	2	2



Table 10: One-Way Fairfax Connector Trip Destinations – 2019 O-D Survey

Destination	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
Home	41	44	40
Work	38	31	39
Shopping	4	5	5
Personal Business	7	8	7
Social/Recreation/Sightseeing	4	5	4
School	2	3	2
Job-related business	2	2	2
Other	1	1	2

About half of the respondents rode at least two buses and/or trains when making their one-way trip (**Table 11**). Fifteen percent took three or more buses and/or train lines on their one-way trip. There was no discernable difference between the number of buses and trains used on a one-way trip between all riders and low-income and minority riders.

Table 11: Number of Buses/Trains Used on One-Way Trip

Number of Buses/Trains Used on One-Way Trip	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
This bus only	49	54	51
Two	36	30	34
Three	12	13	12
Four	2	2	2
Five or more	1	1	1

Eighty-one percent of respondents paid with a SmarTrip® card (without using a Senior or Disabled Fare) while 13 percent used cash (**Table 12**). Use of cash is slightly higher for low-income and minority riders, 18 and 15 percent respectively.

Table 12: Means of Payment for Bus Ride

Means of Payment for Bus Ride	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
SmarTrip® (Non-Senior/Disable Fare)	81	77	79
Cash	13	18	15
Senior/Disabled Fare (SmarTrip® or Cash)	3	2	2
Student Pass/Card	1	1	1
Other	2	2	2

Eighty-seven percent of all riders accessed Fairfax Connector service by walking or using a wheelchair (**Table 13**), and ninety percent of riders arrived at their final destinations by walking or using a wheelchair (**Table 14**). Little difference exists between the general rider population and low-income and minority riders in terms of modes of access and egress from the Fairfax Connector system.



Table 13: Fairfax Connector Mode of Access

Mode of Access	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
Walk or Wheelchair	87	92	89
Drove Self	6	1	4
Driven by Someone Else	4	4	4
Bicycle	1	<1	<1
Taxi or TNC	1	1	1
Other	1	1	1

Table 14: Fairfax Connector Mode of Egress

Mode of Egress	Percent of Total Riders	Percent of Low-Income Riders	Percent of Minority Riders
Walk or Wheelchair	90	93	92
Drive Self	4	1	3
Driven by Someone Else	3	3	3
Bicycle	<1	<1	<1
Taxi or TNC	1	1	1
Other	1	<1	<1

The rider survey results show that Fairfax Connector riders are 67 percent minority and 66 percent low-income. One out of two riders take trips that require at least one transfer, with approximately 73 percent of system trips being related to a work commute. Low-income and minority riders are slightly more likely to use cash to pay for their trip than the general rider population. Virtually no difference exists between trip patterns and frequency, modes of access and egress, and trip purpose between the general rider population and minority and low-income riders.

2.4. Minority Representation on Relevant Non-Elected Commissions, Committees, and Boards

Fairfax County currently has four non-elected committees, commissions, and boards that provide input on transit service: Transportation Advisory Commission, Fairfax Area Commission on Aging, Fairfax Area Disability Services Board, and Fairfax Area Long Term Care Coordinating Council. **Table 15** displays the current composition of these groups by race/ethnicity.

Table 15: Minority Representation on Relevant Non-Elected Commissions, Committees, and Boards

Body	Race/Ethnicity						
	Caucasian	African American	Asian American	Native American	Other	Total	Hispanic*
Fairfax County Population (2021 ACS 5-year)	56.6%	9.8%	20.0%	0.4%	13.1%	100%	16.4%
Transportation Advisory Commission	90%	10%	0%	0%	0%	100%	0%
Fairfax Area Commission on Aging	92%	8%	0%	0%	0%	100%	0%
Fairfax Area Disability Services Board	71%	21%	0%	0%	7%	100%	0%
Fairfax Area Long Term Care Coordinating Council	73%	15%	13%	0%	0%	100%	0%
<i>Including subcommittees</i>	58%	18%	20%	0%	0%	100%	5%

**Hispanic persons may be of any race.*

The **Transportation Advisory Commission (TAC)** advises the Fairfax County Board of Supervisors (Board) on major transportation issues, including, but not limited to transit service. The TAC meets once a month and provides the Board with information and comments regarding transportation improvements in the County. Meetings are open to the public. The TAC is comprised of 11 members who each serve two-year terms. The TAC includes one member from each magisterial district (of which there are nine); one at-large representative; and one Disability Services representative. All members are appointed by the Board. The TAC agenda is posted to its web page prior to every meeting. Minutes from every meeting also are posted on the TAC web page. The TAC website is available at: <https://www.fairfaxcounty.gov/transportation/tac>.

The **Fairfax Area Commission on Aging (COA)** advocates for the needs of older adults and works to tap their potential to enrich the community. The Federal Older Americans Act mandates that local area agencies on aging have community advisory committees. The Fairfax Area Commission on Aging (Commission) is the Fairfax Area Agency on Aging’s (Agency) community advisory committee. The Commission advises the Agency on developing and coordinating community services, policies, programs, and actions affecting older adults in the Fairfax area. The Commission includes 12 members who each serve two-year terms. Commission members include one representative from each magisterial district (of which there are nine); one at-large representative; one



representative from the City of Fairfax; and one representative from the City of Falls Church. The Commission meets monthly (except in August) and all meetings are open to the public. Meetings are advertised on Fairfax County’s website calendar, on the Fairfax Area Commission of Aging’s County webpage, and in the Golden Gazette, a free monthly newspaper covering news for older adults in the Fairfax area. The Commission’s website is available at: <https://www.fairfaxcounty.gov/familyservices/older-adults/fairfax-area-commission-on-aging>.

The **Fairfax Area Disability Services Board (FADSB)** provides the Fairfax County government with input, assistance, and advice on the service needs of persons with physical and sensory disabilities. The FADSB has 15 members who each serve three-year terms. Members can serve for up to three terms. The members of the FADSB include appointees from each magisterial district (of which there are nine); one at-large member; two at-large/Fairfax County Business Community representatives; one City of Fairfax local official; one City of Falls Church local official; and one at-large/Fairfax County local official. An alternate may be appointed from each of the cities, for a total of 17. State Code requires that membership in the local disabilities board include at least 30 percent representation by individuals with physical, visual, or hearing disabilities or their family members; a local official (person elected or appointed to or employed by a board commission or agency from the jurisdiction making the appointment to the disability services board) from each participating jurisdiction; and at least two representatives from the business community. The FADSB meets once a month and meetings are open to the public. Meetings are advertised on Fairfax County’s Disability Services email listserv and on Fairfax County’s website calendar. Information about the boards’ meetings is also available through a toll-free number. The FADSB website is available at: <https://www.fairfaxcounty.gov/familyservices/disabilities/fairfax-area-disability-services-board>.

The **Fairfax Area Long Term Care Coordinating Council (LTCCC)** was chartered by the Board of Supervisors to collaborate and create solutions for older adults and adults with disabilities and advise/advocate. The LTCCC has 40 members. Solutions for identified needs are often operationalized through LTCCC subcommittee work projects or through community-based organizations, many of which are LTCCC member organizations. The LTCCC writes letters and reports, gives public testimony, and meets with members of the Fairfax County Board of Supervisors to advocate so that County residents have a foundation to remain in their own community as they age or live with their disability and be able to participate in community life to the fullest. LTCCC meetings and subcommittees are open to the public and advertised on Fairfax County’s website calendar. The LTCCC website is available at: <https://www.fairfaxcounty.gov/neighborhood-community-services/long-term-care>.

2.5. Summary of Title VI Complaints, Investigations, and Lawsuits

Fairfax County did not have any Title VI investigations or lawsuits or receive any Title VI complaints involving Fairfax Connector service or other Fairfax County Department of Transportation transit-related activities between 2020 and 2022.

2.6. Land Acquisition for Purposes of Facility Construction

Fairfax County has not constructed any facilities included under FTA Circular 4702.1B, Chapter III, Section 13, including any vehicle storage facilities, maintenance facilities, operations centers, or other similar facilities, which required land acquisition and the displacement of persons from their residences and businesses during the reporting period of 2020-2022.

2.7. Sub-Recipients of Federal Transit Administration Funding

Fairfax County does not have any sub-recipients of FTA funds.



2.8. Public Participation Plan

2.8.1. INTRODUCTION AND GOALS

FCDOT strives to provide accessible and relevant public information and involvement opportunities to obtain input on transit service and planning from members of the public. FCDOT's Public Participation Plan (PPP) delineates a set of public participation strategies that facilitate greater involvement by minorities (as defined by race, color, or national origin), Limited English Proficiency (LEP) populations, and low-income populations in the transit planning and decision-making process.

Three goals guide FCDOT's PPP:

1. Ensure that minority, LEP, and low-income individuals are provided with *meaningful* and *accessible* opportunities to provide input into Fairfax County's transit decision-making process.
2. Build relationships that facilitate *open* and *frequent* communication with key stakeholder groups representing and working with minority, LEP, and low-income communities.
3. Obtain information and feedback that Fairfax Connector can use to inform the provision of transit service that meets the specific transportation needs of minority, LEP, and low-income populations.

These goals reflect FCDOT's intent to provide relevant information, and opportunities to provide input on all transit projects in a manner that is accessible to Title VI protected and low-income populations throughout Fairfax County. FCDOT continually works to strengthen relationships with minority, LEP, and low-income populations, as well as relevant community groups and other stakeholders to create a culture that promotes a high-level of trust and facilitates continuous engagement.

2.8.2. PUBLIC OUTREACH STRATEGIES

FCDOT has continued to refine its public outreach strategies and with the proliferation of digital platforms that provide tools for targeted outreach and enhanced internal and external collaboration efforts with key community stakeholders. FCDOT's communications team is reaching more people than ever before. As part of these efforts, FCDOT has incorporated best practices and federal guidance, including FTA Circular 4703.1, into its outreach planning efforts. These resources along with available outreach platforms and partnerships continue to support and inform the strategies developed for this Public Participation Plan.

FCDOT creates individual public participation plans for each transit planning process or project, tailored to the type of plan or service under consideration and the scope of changes or geographic impact of the project. Strategies identified in this Title VI program will be used *selectively* by FCDOT on a case-by-case basis and incorporated into project-level public participation plans. At the outset of a project planning process, service change, fare change, or other transit project, FCDOT's communication staff will review the strategies in this program and select those that are appropriate based on the type of project, the demographics of the individuals that would be impacted by the location of the project, and the resources available.

- **Understanding Our Community** – At the outset of any transit project requiring public outreach, FCDOT identifies the local areas impacted and develops an understanding of the populations living in the areas. Demographic data and previous experience, as well as feedback from local community organizations, houses of worship, human services agencies, and staff from the magisterial district offices provide both a quantitative and qualitative understanding of the local areas. Based on this information, FCDOT develops a targeted approach to ensure inclusive public participation by all members of the local community, including identifying the need for interpretation services and the types of public outreach that are likely to be effective with the populations present in the local community.



- **Inclusive Public Meetings** – FCDOT uses public meetings to generate feedback about proposed service changes and other transit projects. FCDOT aims to notify the public 30 days prior to the meeting through a variety of print and non-print advertising methods. Meetings are held in transit accessible locations and in a variety of location types (e.g., schools, community centers, senior centers, apartment complexes, shopping malls, and libraries). Meetings are also held at locations within walking distance of residential areas when possible. FCDOT schedules meetings at traditional and non-traditional times, including during the morning, daytime, and on the weekends. Interpretation services are made available at all meetings upon request and may be provided without request at meetings in areas with high concentrations of LEP populations and targeted to the languages spoken. When appropriate, the format of the meetings will include an open-house style to allow attendees to speak individually and provide verbal feedback to FCDOT staff. Materials in appropriate languages for locations may also be provided, depending on the impacted populations. FCDOT staff has access to the County’s “Language Line” if special, unforeseen communication needs arise. The Language Line is the County’s on-call, on-demand interpretation service. It provides interpretation services in more than 240 languages.

- **Pop-Up Events** – FCDOT holds “pop-Up” events at high-traffic places where Fairfax Connector riders and other residents are present in formats that allow for one-on-one interaction. Pop-up events may be held in locations such as transit centers and major transfer points, community centers, schools, senior centers, medical centers, houses of worship, and County-owned and other multifamily residential complexes. Pop-up events are also often employed during large festivals or cultural gatherings. When project resources allow, promotional materials may be provided to increase public participation. At these events, translators and members of local community organizations may accompany FCDOT staff to facilitate relationship building and communication with the local community. These events allow FCDOT to increase engagement with minority, low-income, and LEP populations especially.

- **Cross-agency Partnerships** – FCDOT works with other Fairfax County departments, including but not limited to NCS, OHREP, the Office of Public Affairs (OPA), Public Schools (FCPS), Public Works and Environmental Services (DPWES), Park Authority, Housing and Community Development (HCD), Family Services (DFS), Office to Prevent and End Homelessness (OPEH), Emergency Management (OEM), Health Department (HD), and Police Department (FCPD). These relationships enable use of connections with community and faith-based organizations, supplement translation resources, and assist at community events to distribute information about Fairfax Connector services and transit projects, plans, and initiatives. FCDOT also works with internal partners on “train-the-trainer” programs that familiarize other front-line staff with Fairfax Connector service and current transit projects and plans to allow staff to provide transit information to the general public.

- **Community Events** – FCDOT staff seek to meet people where they are by attending community events and festivals (e.g., Celebrate Fairfax, Pan-American Festival, Reston Multi-Cultural Festival) where minority, low-income, and LEPs may be present to distribute transit information and solicit feedback.

- **Partnerships with Community Based Organizations and Faith Based Institutions** – FCDOT continues to build and nurture relationships with community- and faith-based organizational partners, which is vital for disseminating information and soliciting feedback from diverse communities. FCDOT works with these organizations to distribute materials, co-sponsor meetings, or attend meetings to reach their constituents, clients, and members.

- **Stakeholder Groups** – Stakeholder groups consisting of leaders of relevant community organizations, and/or their members or constituents, are employed at times and locations convenient to attendees to solicit



feedback in a small group and informal setting from minority, LEP, and low-income populations.

- **Print Materials Distribution** – FCDOT develops flyers, brochures, and other print materials to inform the public of meetings and other opportunities to comment on projects and to convey vital transit system information. Print materials are distributed to community areas affected by proposed project or service changes and are translated into other languages as needed per the local demographics and the Language Access Plan. Where possible, printed materials incorporate pictures and use minimal text to facilitate their use by LEP and low-literacy individuals. FCDOT utilizes advertisements to promote public meetings and alert riders of service changes on buses and bus shelters, at park-and-ride lots, and at Fairfax Connector Stores. FCDOT also provides notices to other partners for distribution through their channels, including community-based organizations, local human services agencies, and houses of worship.
- **Online Engagement** - FCDOT makes extensive use of online platforms, including virtual meeting platforms, its website, social media accounts (e.g., Twitter and Facebook), and subscription-based email/text notifications via Fairfax Alerts to disseminate information about capital projects, service changes, and other important information. FCDOT also develops informative videos and other interactive visualization techniques which are important for reaching LEP and low literacy communities. These videos are produced for large-scale projects, for distribution online, and for use at public meetings.
- **Phone Line** – FCDOT maintains a call center service for transit information that is available 24-hours a day, as well as access to a language line service in the event a caller needs language assistance. The call center phone number is included on all project related materials.
- **Ethnic and Foreign Language Media** – FCDOT advertises public meetings in local ethnic and foreign language media outlets, which may include radio stations, TV stations, and newspapers. These outlets help reach Fairfax County’s diverse populations and by targeting specific minority communities.
- **Advisory Boards, Stakeholder Groups and Technical Advisory Groups** – Fairfax County has five advisory boards that provide advice on transportation-related matters: the Transportation Advisory Commission, the Commission on Aging, the Fairfax Area Disability Services Board, and the Mobility and Transportation Committee, a joint committee of the Fairfax Area Disability Services Board, the Fairfax Area Long Term Care Coordinating Council, and the Trails, Sidewalks, and Bikeways Committee. These advisory boards are comprised of members of the community who can provide information regarding outreach strategies for reaching targeted populations. FCDOT also establishes and facilitates community stakeholder groups and technical advisory groups for all large-scale transit planning efforts to inform decision making and bring more involvement from entities supporting Title VI protected populations. These groups meet periodically and are established in collaboration with Neighborhood and Community Services and are based on area impacted and populations served.

One Fairfax and Diversity, Equity, and Inclusion Manager (DEIM)

In 2016, the Fairfax County Board of Supervisors adopted the One Fairfax policy for racial and social equity. The resolution commits the County to intentionally consider equity when making policies or delivering programs and services to county residents. It is a declaration that all residents deserve an equitable opportunity to succeed—regardless of their race, color, nationality, sex, gender identity, sexual orientation, religion, disability, income or where they live.

The One Fairfax Policy establishes shared definitions, focus areas, processes, and organizational structure to help County leaders to look intentionally, comprehensively, and systematically at barriers that may be creating



gaps in opportunity. The One Fairfax Policy includes a purpose, definitions, and areas of focus to promote equity, process, and roles.

To ensure that Fairfax County Department of Transportation (FCDOT) can meet the goals of One Fairfax, the County created a new position at FCDOT for a Diversity, Equity, and Inclusion Manager (DEIM). The DEIM will be consulted at every level for Fairfax Connector/FCDOT public engagement activities and outreach campaigns.

2.8.3. OUTCOMES EVALUATION PROCESS

The Fairfax County Department of Transportation routinely reviews its Public Participation Plan and the effectiveness of the strategies contained herein. This Public Participation Plan is a living document that FCDOT will refer to and update on an ongoing basis. Since the previous Title VI Program, FCDOT has engaged in a process to develop standard operating procedures for public participation activities, including a public outreach checklist that will help guide departmental staff as they incorporate community input into transportation planning decisions. Once completed, all these procedures will be incorporated in a revised staff handbook for FCDOT employees.

Following the completion of an individual planning process or initiative that includes public involvement, FCDOT reviews the overall effectiveness of the public outreach by addressing the following questions:

- Was there participation by Title VI protected populations throughout this public participation process? What was the level of participation by Title VI protected populations relative to the proportion of the populations that would be potentially impacted by the proposed plan, project, service change, or fare change?
- How many external events, meetings, and opportunities for one-on-one interaction were provided? Did these outreach activities target specific Title VI populations that would be impacted by the proposed transit plan project, service change, or fare change?
- Were materials translated into the appropriate language(s), printed, and distributed at places where minority, LEP, and low-income populations would have access to them?
- In the judgment of the project team, were the appropriate strategies employed to engender inclusive public participation? Which strategies worked the best, and which ones did not work as well as expected?

These questions are addressed by the FCDOT communications team and appropriate project staff and documented following each public participation campaign’s conclusion. This performance documentation allows FCDOT staff to continuously improve efforts to promote inclusive public participation.

2.8.4. SUMMARY OF OUTREACH EFFORTS SINCE THE LAST TITLE VI PROGRAM SUBMISSION

Table 16 summarizes the community meetings held for Fairfax Connector service since the last Title VI Program submission. It includes details about the meeting name, date/time, how the meeting was held (in-person or virtually, and which platform if held virtually), and whether a recording is available on the FCDOT website.

Table 16: List of Community Meetings February 2020–June 2023 (Most Conducted on Virtual Platforms Due to COVID-19 Pandemic)

Community Meeting	Date/Time	Platform	Recording Posted on Website
May 2020 Service Changes Community Input Meeting - Eagle View Elementary School Cafeteria	Tues., February 18, 2020, 6:30 p.m.	In person	No
Briefing on FFX Connector Reston-Herndon Optimized Bus service - Reston Association Board	Thurs., June 25, 2020, 7 p.m.	Zoom	Yes



Community Meeting	Date/Time	Platform	Recording Posted on Website
Stakeholder Group Presentation (Round 3) on Reston-Herndon Service Enhancements (Silver Line Phase II)	Fri., June 26, 2020, 10:30 a.m.	Zoom	Yes
Fairfax Connector Silver Line Phase II Bus Service Plan Technical Workgroup	Fri., June 26, 2020, 2 p.m.	Zoom	Yes
Herndon-Reston Silver Line Bus Service Review Virtual Meeting with Supervisors Alcorn and Foust	Wed., July 8, 2020, 7 p.m.	Webex	Yes
Fairfax Connector Franconia Springfield Bus Service Review	Mon., September 28, 2020, 7 p.m.	Webex	Yes
Community Meeting - Fairfax Connector Bus Improvements in Centreville, Chantilly, Vienna-and Tysons	Tues., November 18, 2020, 7 p.m.	Webex	Yes
Community Meeting - Fairfax Connector Bus Improvements in Centreville, Chantilly, Vienna, and Tysons	Thurs., November 19, 2020, 7 p.m.	Webex	Yes
Fairfax Connector July 2021 Proposed Service Changes	Thurs., January 27, 2021, 7 p.m.	Webex	Yes
Transit Strategic Plan (TSP) Business Stakeholder Meeting (BC1)	Mon., January 11, 2021, 1 p.m.	Webex	Yes
FCDOT TSP 2021 Meeting 1	Tues., January 12, 2021, 7 p.m.	Webex	Yes
FCDOT TSP 2021 Meeting 2	Wed., January 13, 2021, 7 p.m.	Webex	Yes
Fairfax Connector Bus Route Optimization Technical Workgroup Online Meeting (Centreville-Chantilly-Vienna-Tysons)	Thurs., September 9, 2021, 2 p.m.	Webex	Yes
Town Hall Meeting #1: Centreville, Chantilly, Vienna & Tysons (CCVT) Bus Service Improvement Plan	Thurs., September 30, 2021, 7 p.m.	Webex	Yes
Town Hall Meeting #2 Centreville, Chantilly, Vienna, Tysons (CCVT) Bus Service Improvement Plan	Thurs., October 7, 2021, 7 p.m.	Webex	Yes
Metro Monday - presented by Silver Line Committee of the Dulles Chamber	Mon., March 28, 2022, at 3 p.m.	Zoom	Yes
Fairfax Connector Transit Strategic Plan Community Information Meeting	Thurs., March 31, 2022, 7 p.m.	Teams	Yes
FCDOT Transit Strategic Plan (Technical Advisory Group) Meeting #2	Fri., April 15, 2022, 1:30 p.m.	Teams	Yes
Fairfax Connector October 2022 Proposed Service Changes Meeting	Wed., April 20, 2022, 7 p.m.	Teams	Yes
Fairfax Connector January 2023 Service Change (Public Meeting)	Wed., June 15, 2022, 7 p.m.	Teams	Yes
Dulles Chamber of Commerce Meeting - Silver Line-Fairfax Connector Bus Service	Mon., October 24, 2022, 5 p.m.	In Person	No
Proposed Youth Fare Policy Change - Ages 5-11 (Free Fare with Paying Adult)	Thurs., February 23, 2023, 7 p.m.	Teams	Yes
Fairfax Connector Proposed Service Change: Centreville, Chantilly, Vienna, Tysons + Franconia Springfield	Mon., May 22, 2023, 6:30 p.m.	In person	No



Community Meeting	Date/Time	Platform	Recording Posted on Website
Fairfax Connector Proposed Service Change: Centreville, Chantilly, Vienna, Tysons + Franconia Springfield	Tues., May 23, 2023, 7 p.m.	Teams	Yes
Fairfax Connector Proposed Service Change: Centreville, Chantilly, Vienna, Tysons + Franconia Springfield	Thurs., May 25, 2023, 7 p.m.	Teams	Yes

2.8.5. PROJECT EXAMPLES

Service Change Notifications Public Outreach Process

FCDOT conducts outreach to inform and seek input from Fairfax Connector riders about proposed service changes that will impact their routes and communities. Service change outreach efforts are targeted around the geographic areas that are directly impacted by planned service changes, although meetings are advertised throughout the system. Typically, Fairfax County conducts outreach to impacted riders and communities by posting notices of the planned changes and opportunities for public comment at public meetings on buses, at bus shelters, and by directly distributing print notices of meetings to riders. Information is also posted to Fairfax Connector’s website and social media accounts. Interpretation services are available upon request at all public meetings. Fairfax County translates print notices into Spanish and other languages as needed upon reviewing the demographics of the impacted riders and neighborhoods. By providing information directly to passengers with interpretation into the appropriate languages, FCDOT seeks to ensure that all riders and impacted community members are aware of and have the opportunity to provide comment on service changes that impact their lives.

The following are examples of public outreach strategies related to typical service change notifications and major projects.

Example 1: Fairfax Connector Service Reviews (Route Optimizations) – 2018 - Ongoing

In 2018, FCDOT began a new process of a systemic review of Fairfax Connector bus service with a goal of increased on-time performance, reliability, and improved service for the greatest number of riders as effectively as possible. To date, these route optimization efforts have been initiated in the following areas of Fairfax County: Franconia-Springfield, Reston-Herndon, and Vienna-Tysons along the I-66 corridor (including Chantilly and Centreville). The Huntington area of the County is being reviewed as part of the Richmond Highway Bus Rapid Transit (BRT) project.

Engagement with the community continued into 2020-2023 on the route optimizations. One route optimization has been completed--Reston-Herndon Bus Service Review—and two route optimizations are currently in the final rounds of engagement and implementation.

One of the key components of these route optimization efforts is public engagement and solicitation of community feedback. For each route optimization effort, two to three rounds of community and stakeholder outreach have been or will be conducted, and the public feedback will be incorporated into the preferred and final service plans for each area. To engage the Title VI populations for these efforts, the following activities have been conducted, among others:

- Flyers informing the public of the process and the various ways to engage and provide feedback were printed in both English and Spanish and were posted on buses and at bus shelters. These flyers were also distributed to a wide network of community groups, HOAs, businesses, and human services agencies serving



and advocating for Title VI populations. Geo-targeted online advertisements and community newsletters were also used to promote the various ways of engagement and providing feedback.

- A community stakeholder group was formed for each area and engaged during the two to three rounds of community outreach to provide feedback for each effort. These groups included but were not limited to community organizations, business entities, human services agencies, and transit partners.
- Pop-up events at high foot traffic areas in the impacted areas were conducted and information was provided in English and Spanish. Palm cards with engagement opportunities highlighted were available and distributed. Some of the locations used for these efforts included transit stations, grocery stores, community centers, and human services facilities.
- Multiple public meetings were held in transit accessible locations within the service areas. During the coronavirus pandemic, virtual community meetings were offered and for those with access, a call-in option was provided. Interpretation services were available in Spanish and Korean at the physical public meetings and the Spanish interpretation services were used. Additional translation services were made available, per request, but none were requested.
- During the coronavirus pandemic, video presentations were also posted on YouTube and linked on the Fairfax Connector website. These presentations are automatically translated into five languages, namely Spanish / Español, Vietnamese / Tiếng Việt, Korean / 한국어, Chinese / 中文, Urdu / اردو, and Farsi / فارسی by YouTube, and FCDOT has received positive feedback on some of the translations.
- Online surveys were conducted for each public outreach round. The surveys were offered in English and Spanish, and translation of the survey to other languages was provided as an option. Print copies of the survey were also made available.
- Information on the service plan alternatives, the preferred plans, and ultimately the final changes that will go into effect are made available on Fairfax Connector's website (in English and with the ability to use translation service to other languages); through the Fairfax Connector Telephone information Center (both in English and Spanish); on social media platforms (both Fairfax Connector, FCDOT, and Fairfax County Office of Public Affairs channels); via traditional media outlets (radio, TV, and online, with special emphasis on ethnic media outlets); and through email and text alerts (by subscription).
- Once the service changes go into effect, outreach will be done via all above platforms to individuals, community stakeholders, the business community, and human services agencies.

Example 2: COVID-19 Fairfax Connector Service Modifications – March 2020 - ongoing

For unplanned and significant service modifications (usually during a crisis like severe inclement weather), FCDOT uses a robust public notification process aimed at reaching all Fairfax Connector passengers as quickly as possible. The most recent example of this involves the impacts of the global coronavirus pandemic (COVID-19) which disrupted much of the regular daily operations of Fairfax County beginning in mid-March 2020.

Upon the arrival of COVID-19 to the National Capital Region, FCDOT executed a pandemic mitigation plan that included public notifications of local bus service impacts. While most of the region shut down 90+ percent of public transit, FCDOT maintained approximately 70 percent of the Fairfax Connector service to support customers who are transit dependent. Fares were also suspended on all Fairfax Connector routes.



Communication and notification efforts for the COVID-19 service modifications were specifically aimed to reach the underserved and disenfranchised populations: minorities, LEP individuals, persons with disabilities, older adults, and individuals and families living within lower income brackets. As the crisis evolved, the communications also included new safety protocols (social distancing and requirements to wear a face covering) and procedures for boarding and alighting (rear door entry and exit). Examples of some of the notification activities targeting the Title VI populations included but were not limited to:

- Printed materials in the top 10 languages were posted in buses as flyers and car cards with applicable graphics (such as mandatory face coverings, rear door entry/exit, social distancing, free fares). Fairfax Connector staff also was on-hand to provide information at transit stations and other high-traffic locations. These flyers were also distributed to a wide network of community groups, HOAs, businesses, and human services agencies serving and advocating for Title VI populations.
- Text and email alerts to all registered customers were also distributed, and information on the service impacts were posted online with the capability to translate to dozens of languages in real-time.
- FCDOT worked closely with NCS to distribute the information within Title VI populations. FCDOT also used other existing partnerships with multiple Fairfax County agencies and elected leadership to communicate with the hard-to-reach populations. Some of the agencies providing assistance included the Community Services Board, the Economic Development Authority, OPA, and FCPS.
- Proactive media outreach via direct-to-press messaging developed earned media exposure. Messaging was provided to an extensive list of ethnic-focused media outlets: these outlets generally prefer to receive information in English as they translate it to their respective languages.
- Paid social media advertising increased reach. The Fairfax Connector/FCDOT customer service telephone line was widely publicized, and the customer service staff's ability to speak multiple languages was highlighted. Use of social media to reach out to geo-targeted areas was one of the most successful methods in reaching large numbers of customers. These ads use visual impact approach and can be very helpful in reaching hard to reach customers via written word. Radio advertising also was used.
- Fairfax Connector information was also distributed, and updates were sent through the Fairfax County Joint Information Center (JIC) as part of the Incident Command System (ICS). Information was also provided via the COVID-19 Hot Line staffed by the Fairfax County Health Department and Office of Emergency Management.

2.9. Language Access Plan

2.9.1. INTRODUCTION

The Fairfax County Department of Transportation (FCDOT) Language Access Plan (LAP) helps determine what types of language assistance to provide, how Limited English Proficiency (LEP) persons will be informed about the availability of language assistance, processes for evaluating and updating the plan, and the types of training provided to all FCDOT transit employees and contractors to ensure awareness of the importance of timely and reasonable language assistance.

FCDOT's LAP was prepared in compliance with FTA Circular 4702.1B and other Federal regulations and guidance related to language assistance. This plan includes:



- The results of the Four Factor Analysis, described below
- A detailed set of strategies that FCDOT will employ to provide language assistance services by language
- A description of how FCDOT will notify LEP persons about the availability of language assistance

The LAP also describes how FCDOT monitors, evaluates, and updates the plan. FCDOT staff who are responsible for Title VI compliance are also responsible for all LAP related tasks, including:

- Ensuring that all staff are trained to provide timely and reasonable language assistance to LEP populations
- Ongoing monitoring of the language assistance strategies' implementation and materials that comprise the LAP
- Evaluating the efficacy of the strategies and materials
- Updating the plan as needed

2.9.2. FOUR FACTOR ANALYSIS METHODOLOGY

The U.S. Department of Justice (DOJ) developed the Four Factor Analysis to provide a clear framework through which recipients of Federal funding can determine the extent of their obligation to provide LEP services. Recipients of Federal funding are required to take reasonable actions to ensure access to their programs and activities, and the Four Factor Analysis helps to develop an individualized determination of the extent of the needs of LEP populations and how they are best and most feasibly served.

FTA's Title VI Circular 4702.1B instructs FTA funding recipients to use the Four Factor Analysis and refer to DOJ's LEP guidance, as needed, to prepare the LAP. In accordance with these guidelines, FCDOT conducted a Four Factor Analysis to help ensure meaningful access to programs and activities, and to determine the specific language services that are appropriate to provide. Broadly speaking, this analysis helps to determine how well Fairfax County communicates with the LEP communities it serves and how it can communicate with them in the future through language access planning. The Four Factor Analysis examines the following, as described in FTA Circular 4702.1B:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the recipient. This population is program specific. In addition to the number or proportion of LEP persons served, the analysis, at a minimum, identifies:

- How LEP persons interact with the recipient's agency—in this case, FCDOT
- LEP communities by language. Assesses the number or proportion of LEP persons from each language group to determine the appropriate language services to provide for each language group
- The literacy skills of LEP populations in their native languages to determine whether translation of documents will be effective
- Whether LEP persons are underserved by FCDOT due to language barriers

Factor 2: The frequency with which LEP persons come into contact with the program. Recipients should survey key program areas and assess major points of contact with the public, such as:

- Use of bus and rail service.
- Purchase of passes and tickets through vending machines, outlets, websites, and over-the-phone
- Participation in public meetings
- Customer service interactions
- Ridership surveys
- Operator surveys



Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives. The provision of public transportation is a vital service, especially for people without access to personal vehicles. For example, a county’s regional planning activities potentially impact every person within the county. Development of a coordinated plan to meet the specific transportation needs of seniors and people with disabilities will also often meet the needs of LEP persons. An LEP individual may have a disability that prevents them from using fixed route service, thus making them eligible for ADA complementary paratransit. Transit providers, States, and MPOs must assess their programs, activities, and services to ensure they are providing meaningful access to LEP persons. Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations, and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Table 17 provides a summary of each factor along with the measures and data sources used for the analysis.

Table 17: Four Factor Analysis Methodology

Factor	Measures	Data Sources
Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.	<ul style="list-style-type: none"> ■ Presence of LEP populations in Fairfax County ■ Use of public transportation services by LEP populations in Fairfax County 	<ul style="list-style-type: none"> ■ American Community Survey (ACS) Estimates: This analysis uses 2017-2021, 5-year estimates and 2021 1-year estimates ■ Fairfax County Public Schools Youth Survey
Factor 2: The frequency with which LEP persons encounter the program.	<ul style="list-style-type: none"> ■ Frequency with which LEP persons use Fairfax Connector 	<ul style="list-style-type: none"> ■ Interviews with County Staff ■ Fairfax Connector Bus Rider Survey: FCDOT surveyed riders on all Fairfax Connector bus routes from March 30 - May 24, 2019
Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.	<ul style="list-style-type: none"> ■ Qualitative research on the role of Fairfax Connector service in the lives of LEP persons in Fairfax County ■ Ability to make trip if Fairfax Connector were not available ■ Access to a vehicle for LEP Fairfax Connector riders ■ Trip purpose for LEP Fairfax Connector riders 	<ul style="list-style-type: none"> ■ Interviews with County Staff. ■ Fairfax Connector Bus Rider Survey: FCDOT surveyed riders on all Fairfax Connector bus routes from March 30 - May 24, 2019
Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.	<ul style="list-style-type: none"> ■ Description of existing Language Access Resources and associated costs 	<ul style="list-style-type: none"> ■ Program information and data. Records on the description of existing language access resources and their costs are maintained by the FCDOT Civil Rights Officer

Interviews with County Staff

Fairfax County provides vital public transportation services, especially for people without access to personal vehicles, through operation of the Fairfax Connector. LEP persons, for instance, interact with FCDOT by riding



the bus, interacting with bus operators, looking online for service information, visiting a Fairfax Connector store, participating in a FCDOT public meeting, or calling FCDOT for service information or to submit a complaint. To understand the frequency with which each of these interactions occurs, as well as the importance of Fairfax Connector service to LEP populations, the methodology for Factors 2 and 3 included interviews with nine County government, Fairfax Connector, and social service providers that serve LEP populations across Fairfax County. These interviews focused on identifying where LEP populations reside in Fairfax County, the languages spoken by LEP populations across Fairfax County, and how they use public transportation.

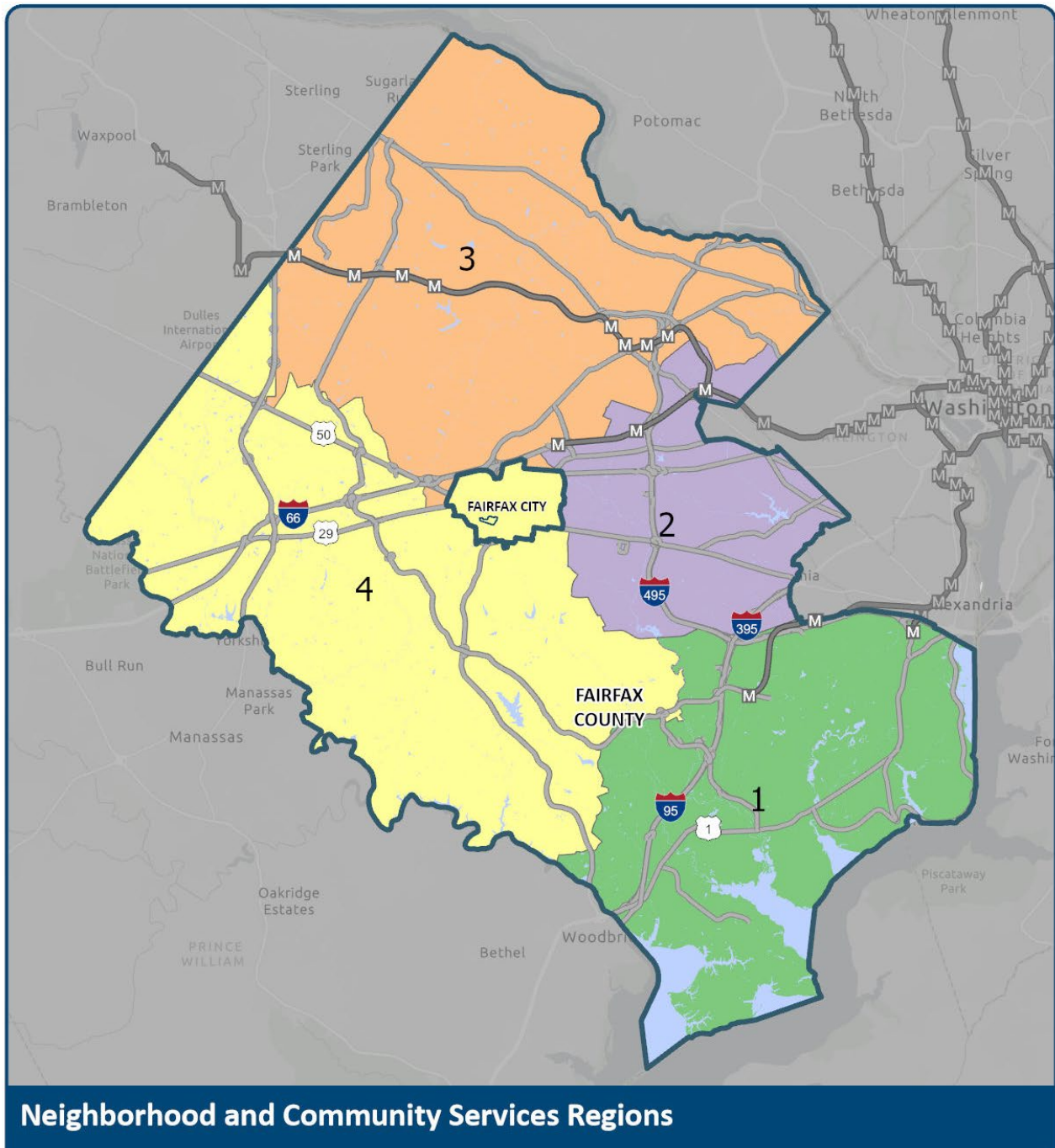
The interviews help illustrate both how often LEP persons use Fairfax Connector and other public transportation services in Fairfax County, and what services they use most frequently (Factor 2); the interviews also revealed the nature and importance of public transportation to the lives of LEP persons (Factor 3). **Table 18** lists the Fairfax County departments and staff that participated in the interviews. **Figure 6** shows the Neighborhood and Community Services regions. The remainder of this section summarizes each interview and relevant findings to this Language Access Plan.

Table 18: Interviews Conducted for the Language Access Plan

Fairfax County Department or Office	Individual Participants	Interview Date
Customer Service, Herndon Division	Sanata Hedgepeth, Customer Service Manager	January 24, 2023
Customer Service, Huntington Division	William Thomas Bell III, Customer Service Manager	February 2, 2023
Customer Service, West Ox Division	Devera Ross, Customer Service Manager	February 6, 2023
Neighborhood and Community Services	Chris Scales, Division Director	February 1, 2023
Neighborhood and Community Services – Region 1	LaTishma Walters, Assistant Division Director	February 1, 2023
Neighborhood and Community Services – Region 2	Theresa Brown, Assistant Division Director	February 1, 2023
Neighborhood and Community Services – Region 3	Karen De Mijango, Assistant Division Director	January 24, 2023
Neighborhood and Community Services – Region 4	Keesha Gill, Assistant Division Director	February 1, 2023
Office of Public Affairs	Katie Han, Language Access Program Director	January 31, 2023



Figure 6: Fairfax County Neighborhood and Community Services Regions



- | | |
|-------------------|-------------------------------------|
| NCS Region | M Metrorail Stations |
| 1 | Metrorail |
| 2 | Interstate, State Route, U.S. Route |
| 3 | Water |
| 4 | Parks |
| | Fairfax County Border |



Sanata Hedgepeth, Customer Service Manager, Herndon

As Customer Service Manager for the Herndon Division in Fairfax County, Sanata receives and responds to customer complaints, lost and found requests, and fare concerns from bus riders and bus operators. In this role, Sanata speaks to LEP individuals daily, the large majority of whom speak Spanish. Since many of these individuals have a low level of literacy in English, Sanata discussed the importance of speaking clearly to ensure comprehension. To further assist these interactions, they use the County's third-party translation service, which connects callers to a live interpreter who then translates verbally for the interaction with the LEP person.

Staff have identified Route 950, which operates between Herndon and Reston, as having high ridership among LEP individuals.

While most communication with passengers is verbal, written information occasionally requires translation. Sanata explained that they periodically require documents be translated into Spanish, but this not very common. If passengers are having trouble understanding a document, calling the customer service line for interpretation provides satisfactory results. This situation occurs most frequently with elderly individuals, as they often have greater difficulty understanding the public transit system. However, Sanata noted that most passengers do not struggle to use transit services, especially with resources such as the website and smartphone application that provide navigation assistance and bus arrival times. For those who ride transit, Sanata explained that their trip purposes are often for work, school, or going to the grocery store.

William Thomas Bell III, Customer Service Manager, Huntington

William manages customer service interactions with bus riders for the Huntington Division. In this role, they receive and respond to customer complaints, lost-and-found requests, and fare concerns. William explained that they speak to LEP individuals a couple of times per month with the following language groups:

- Spanish – Richmond Highway Corridor, Blake Lane Corridor near Annandale
- Asian languages – Annandale, Columbia Pike Corridor, Gallows Road Corridor

Most of these interactions are with Spanish-speaking individuals, whom William noted tend to have a lower level of verbal proficiency (and potentially literacy) in English. Therefore, customer service has access to a third-party language access line that provides passengers with an interpreter when needed. Bus operators are also trained to connect passengers with this call center when they need translation services. In some cases, an operator may be able to assist passengers directly, as William estimated that about ten of the division's 220 operators (about 5 percent) are able to speak Spanish. William noted that other Spanish-speaking passengers on the bus are often willing to translate when language barrier situations arise with operators.

William described how LEP individuals of all ages benefit from the transit system. Middle school and high school students use it to get to school, working age individuals use it to get to work, and the elderly population uses it for grocery shopping and other daily needs rather than driving their own vehicles. William highlighted the following Fairfax Connector routes as having high ridership among LEP populations:

- Route 401
- Route 402
- Route 321
- Route 322
- Route 171
- Route 151
- Route 152



- Route 161
- Route 162
- Route 310

LEP passengers on these routes often speak Spanish, and many are frequent riders. William discussed that the most common complaints among these passengers refer to on-time performance and navigation assistance. While the call center typically receives the on-time performance complaints (e.g., being late to an appointment or to work), navigation concerns are typically communicated directly to operators in the field. Given the current languages encountered in the field and FCDOT employee success in interacting with LEP individuals and addressing concerns through bilingual communication tools like translation services, William does not see a need to provide information in additional languages or enhance their processes at this time. They pointed out that operators freely request assistance when they need it, and operators are not asking for additional language support.

Devera Ross, Customer Service Manager, West Ox

Devera provides customer service to bus riders for the West Ox Division. They interact with LEP individuals daily as they receive and respond to customer complaints, lost-and-found requests, and fare concerns. Devera identified the following two language groups as being the most prevalent for the West Ox division:

- Spanish – Reston, Herndon, Fairfax City
- Hindi – Reston, Herndon, Fairfax City

During interactions with LEP individuals, many Spanish-speaking individuals require translation. While some individuals will use their smartphone for translation via Google Translate, customer service staff use several other resources to provide language support:

- Bilingual staff to assist in Spanish interpretation
- Third-party language access phone line
- English and Spanish bus schedules

Devera said that the bilingual bus schedules are especially helpful, as the primary transit barrier for LEP individuals is making bus-to-bus connections. Therefore, having access to Spanish bus schedules enhances their understanding of when and where the bus will arrive. While challenges remain, Devera explained that LEP individuals of all ages use transit for a variety of purposes, including work, school, and leisure. Devera identified Route 310, which operates between Springfield and Huntington, as having high ridership among LEP individuals.

When asked about best practices, Devera suggested it would improve communication to put more information at the bus stops in Spanish. Operators often receive questions about where the bus is going and which bus route riders need to use to reach a destination. While operators can direct riders to the customer service call center if needed, more signage in Spanish would help passengers confirm that they are in the right location without needing additional assistance.

Chris Scales, Division Director, Neighborhood and Community Services

As Director of the Cultural Recreation and Community Connections (CRCC) division of Neighborhood and Community Services (NCS), Chris oversees the School Age Child Care (SACC) program in addition to community centers, senior centers, and teen centers. Through engagement with the community, the following languages were identified as the most frequently interacted with:



- Spanish
- Mandarin
- Urdu

While documents are generally always translated into Spanish, Chris explained that languages other than Spanish have been increasing recently, specifically noting a large increase in dialects from Afghanistan. To assess language needs in the County, NCS utilizes their data team to create community profiles. These profiles provide sociodemographic information, including languages spoken, by census tract. Schools throughout the County also provide information on languages spoken, ethnicities, and age. While data provides a baseline for determining language needs, Chris noted that they learn the most from engaging with the community firsthand. During engagement, NCS offers the following language-related services:

- Live interpreters at engagement events
- Third-party translation services for over-the-phone interpretation
- QR codes on printed materials. Once on the website, individuals can choose their own language

When providing translation, Chris emphasized that considering the level of literacy is important. Many LEP individuals have a low level of literacy in both English and their native language. When NCS encounters these individuals, they often refer them to the English Empowerment Center, which offers English classes at several community centers throughout the County. These courses require a small fee to cover materials, but the fee is waived for students who cannot pay. Low literacy levels are also a large barrier to transit use. Many LEP individuals have a difficult time navigating the bus system due to language constraints, but often lean on members of their own community for assistance.

Chris cautioned that there is not a one-size fits all solution to outreach. Rather, it is important to have various strategies for approaching outreach as each community and individual will engage differently. While some interactions may come easily, others may struggle due to a distrust of government among some LEP communities. This can be navigated through relationship building and finding trusted community leaders to assist in outreach. Chris also discussed the importance of having community meetings at various times of day to accommodate work schedules, as well as providing childcare and food at events. These efforts help boost engagement and bring a wider variety of individuals to events for more diverse perspectives.

LaTishma Walters, Region 1 Assistant Division Director, Neighborhood and Community Services

NCS Region 1 provides social services for the southern part of Fairfax County along the U.S. Route 1 Corridor and parts of the Springfield area. The following language groups are located throughout Region 1 of Fairfax County:

- Spanish - located throughout central Springfield
- Twi - Gum Springs, Woodley Hills
- Urdu - Lorton
- Amharic
- Farsi
- Korean
- Vietnamese

LaTishma explained that Spanish remains the largest community of non-native English speakers but noted a recent increase in Twi. Given that the large majority of the LEP population is Spanish speaking, LaTishma has observed that Spanish speakers comprise the largest LEP community using transit, often out of necessity to travel to work or social services. Frequency of transit use among LEP individuals often depends on their overall comfort level with using the system. One potential barrier is that literacy levels remain low for many LEP individuals in both English and their native language, especially among Spanish speakers. Therefore, LaTishma

emphasized the usefulness of using universal symbols and limiting government lingo when interacting with LEP communities. To further assist in clear communication, NCS Region 1 provides the following language-related services:

- Multilingual staff for internal translation
- Third-party translation services for flyers and other documentation
- Spanish interpretation services
- Family Liaisons and Neighborhood Ambassadors to provide trusted communication to LEP populations

Most translation in NCS Region 1 is from English to Spanish, with nearly all written documents translated to Spanish. LaTishma also noted that documents are occasionally translated to Twi and Korean as needed. When third-party translation services are needed, it typically requires three days' notice. Therefore, LaTishma explained that they sometimes rely on internal staff for quicker turnaround times.

When interacting with LEP communities, it is important to consider their communication preferences. LaTishma prefers the following practices when engaging in outreach:

- Involve a trusted person or leader within the community that can provide a safe and familiar space for LEP individuals.
- Make use of community centers to spread information, both written and word of mouth.
- Utilize neighborhood social media, such as Nextdoor, to spread information throughout the community.
- Take advantage of smartphone technology, such as QR codes.

Theresa Brown, Region 2 Assistant Division Director, Neighborhood and Community Services

NCS Region 2 provides social services to the Annandale and Falls Church areas in Fairfax County. The frontline staff at NCS interact with LEP communities, including individuals from the following language groups:

- Spanish - throughout the region, including Bailey's and Falls Church areas
- Farsi
- Arabic
- Urdu
- Korean - Falls Church, Annandale
- Vietnamese - Falls Church, Annandale

While Spanish speakers remain the most prevalent LEP population, Theresa noted that non-Spanish languages seem to be trending upward. This includes an increase in the prevalence of Asian languages, especially at the Lincolnia Community Center. To provide effective communication with these communities, the NCS Region 2 offers the following language-related services:

- Third-party service to provide translation and interpretation over the phone
- Spanish interpreters and headset interpretation at in-person outreach events
- Marketing fliers with a phone number to interpretation call center

Given the large proportion of Spanish speakers in the region, documents are automatically translated to Spanish. Similarly, Theresa explained that Spanish interpretation is available at every event, and other languages are available by request. However, smaller language groups are more likely to utilize over-the-phone interpretation services, rather than request an interpreter on site.

When planning outreach events, it is important to consider how LEP populations prefer to interact with the County. Theresa suggested that many LEP individuals feel the most comfortable interacting with parent liaisons and neighborhood ambassadors—community members who act as liaisons between the County and their

neighbors—because they are trusted by other community members. Neighborhood ambassadors are often present at community meetings as well as informal gatherings, providing a less formal way for LEP communities to receive information and interact with an individual that can speak their language. Paid and managed through a contract with the Opportunity Neighborhood Initiative, neighborhood ambassadors help ensure that LEP communities are aware of the resources available to them.

The County also operates Neighborhood Initiative Program resource centers. These centers are located in areas where the County has identified a need for expanded access to County services. Staffed in partnership with community organizations, thirteen centers throughout the County provide the community with assistance, programming, and education including:

- Before and after school activities
- English as a second language classes
- Legal assistance
- Employment assistance
- Job and skills training for youth and adults

Among LEP populations in NCS Region 2, transit use varies based on the neighborhood and community center, but many riders use the service out of necessity. This is especially true for elderly individuals who may need transportation between community centers and grocery stores or pharmacies. While many transit trips are out of necessity, Theresa explained that some LEP individuals also use transit for recreational purposes, noting a recent community trip to the Kennedy Center.

To increase awareness of County services, Theresa provided the following tips:

- Community centers are the best way to get information out to the public, as the staff interacts with LEP persons daily
- Non-profit partners with the Opportunity Neighborhood Initiative and the Neighborhood Initiative Program are great resources to engage LEP communities

Karen De Mijango, Region 3 Assistant Division Director, Neighborhood and Community Services

As Assistant Division Director, Karen De Mijango oversees extensive community engagement, including in recreational settings such as youth centers and other community centers. Their team at NCS Region 3 provides community assistance throughout the northern part of Fairfax County, including the Reston and Herndon areas. NCS staff interact with LEP populations daily, with the following language groups located throughout Region 3 of Fairfax County:

- Spanish – located throughout the area in Herndon, Reston, and McLean
- Arabic – Reston
- Farsi – Reston
- Mandarin – located throughout the area, especially near Falls Church and McLean senior centers

In recent years, LEP populations have grown in the Herndon area. While Spanish remains the largest LEP population, Mandarin has become a close second.

Given that NCS provides their own transportation services, Karen suggested that fewer people come to community centers using public transit such as the Fairfax Connector. Karen explained that most transit riders their staff interact with utilize NCS-provided transportation services. These riders tend to be older adults or residents of affordable housing complexes throughout the Reston area. Karen suggested that additional

information on the available transportation options would be beneficial in raising awareness about the Fairfax Connector among these communities.

Karen emphasized that clear communication is a critical component of coordinating outreach efforts and highlighted the importance of translation services. When engaging with LEP individuals, NCS Region 3 provides the following language-related services:

- A multilingual staff
- Sharing staff members between centers for over-the-phone translation
- Third-party translation services if staff members are unable to translate
- Coordination among community centers, regional staff, and non-profits to identify languages of outreach materials

Karen explained that, in their experience, literacy levels are basic among LEP individuals who can speak or understand English. Therefore, it is important to remove terminology and administrative complexity from written communication materials when engaging in community outreach. While there is no formal process for simplifying outreach materials, NCS frequently provides this kind of assistance to other parts of the organization. For written materials, community center staff request translation based on the most frequently used languages and those they expect to encounter in the context of the project or materials; when NCS submits the documents to their third-party translation service, they revise the language appropriately and provide inflection notes to ensure the translated materials are most effective.

When asked about best practices for FCDOT outreach with LEP communities, Karen provided the following suggestions:

- Consider the regional dialectical differences of languages, e.g., Central American Spanish versus Mexican Spanish.
- Regular ongoing outreach is better than sudden specific outreach to build a trusting relationship with the community
- More concise informational bulletins would be helpful to inform the community and NCS staff on available transportation services
- There may be a misunderstanding between community members, especially LEP individuals, and County staff on the distinction between “transportation” and “transit.” Community members frequently understand the two to be synonymous, i.e., that “transportation” specifically means bus or rail transit. Providing clarification on what “transit” refers to would be helpful in community engagement related to all kinds of transportation planning

Keesha Gill, Region 4 Assistant Division Director, Neighborhood and Community Services

NCS Region 4 provides community assistance to a large suburban area in Western Fairfax County, including Centreville, Chantilly, Burke, Fairfax City, and West Springfield. Region 4 includes the following language groups:

- Spanish - located throughout the County, including a large community in Chantilly
- Korean - located near Sully Community Center and Korean churches throughout Chantilly and Centreville
- Farsi
- Hindi – includes a large community of George Mason University students in Fairfax City.

Since NCS staff interact with LEP individuals daily, their first approach is to translate as many of their materials to as many common languages as possible. Keesha explained the importance of understanding their language needs in order to better target outreach. English literacy levels are generally low among Spanish and Korean

populations, emphasizing the need for effective translation. Currently, the region provides the following language-related services:

- Multilingual staff for internal translations
- Third-party translation services for documents and over-the-phone interpretation
- Headset equipment for translation at engagement events

While translation and interpretation are often provided for Spanish and Korean speakers, it is important to determine whether translation needs extend beyond those two languages. Typically, translation is “by insight” rather than “by request”: Keesha explained that they often learn about community language needs from community members directly, determining which languages need to be included in translation efforts.

Keesha also related that NCS Region 4 is working on improving their email translations. While they have contracted vendors to translate fliers and other written documentation, these services often require at least three days’ notice. For quick turnarounds such as emails, they rely on internal staff for translation. Keesha suggested that employee training programs to improve language translation skills would be a beneficial effort.

While many LEP individuals utilize NCS-provided transportation services to travel to community centers, Keesha noted that LEP ridership on the Fairfax Connector seems limited throughout Region 4. Keesha also noted that language is a barrier to transit use, especially among older individuals who may be unable to communicate health-related concerns to operators.

To help improve these barriers, Keesha offered the following best practices when engaging in outreach:

- Have an “in” with the community to help spread information. It is often helpful to go through a church or a trusted community-based organization
- Educate yourself on the community’s social patterns and physical geography to engage in more intentional outreach
- Let communities set the terms of the conversation and engage in a way that suits them best

Katie Han, Language Access Program Director, Fairfax County Office of Public Affairs

Katie is the Language Access Program Director, a new position created by the County to help centralize the translation processes and improve communication with LEP populations. Katie identified the following languages as the most prevalent in the County:

- Spanish – Alexandria, Mount Vernon, Herndon, Reston, Falls Church, South Lakes, West Potomac
- Arabic – Falls Church, Annandale
- Korean – Chantilly, Fairfax, Centreville, Annandale
- Amharic – Alexandria

Katie noted that the Amharic-speaking population is growing, and that the Farsi-speaking population has decreased significantly. Due to these trends, the County is no longer automatically providing Farsi translations. To assess language needs, the Office of Public Affairs regularly surveys County agencies on how often they interact with LEP individuals. This helps ensure that their strategies and services are aligned with the community’s needs. The County currently offers the following language-related services:

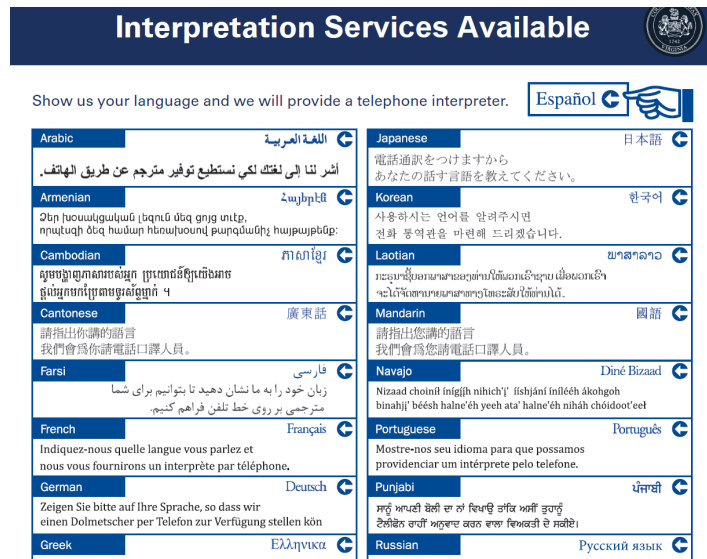
- Third-party translation service for documents and over-the-phone translation
- “I speak” posters located throughout different agencies (**Figure 7**). Individuals can point to the language they speak and are connected to someone who speaks their language
- Social media posts and informational videos translated to Spanish, with subtitles available in additional languages



■ Headset equipment to communicate live interpretation at engagement events

Katie noted that translation skills go beyond linguistic proficiency and explained that the County is creating assessments to test their bilingual employees' ability to translate and interpret other languages. This will identify an internal cadre of staff who can provide in-house translation services at a proficient level. However, when providing language services to the community, Katie noted the importance of understanding the level of literacy among LEP populations. Katie cautioned that the County may sometimes offer services that cannot be used because of low literacy levels, especially for those with low literacy in their native language. Therefore, it is important that documents and translations use plain language and limit government jargon.

Figure 7: Example Portion of a Fairfax County "I Speak" Poster



Additionally, Katie emphasized that outreach must be tailored to the needs and concerns of LEP communities to ensure they feel safe and comfortable interacting with the County. Many LEP individuals generally do not trust governments for any number of reasons, which may limit engagement levels. Katie indicated that, in their experience, LEP individuals are more receptive and trusting of school staff than staff for other governmental services. Katie suggested that County officials from other departments could use school events for outreach on other topics to encourage more engagement from LEP communities.

2.9.3. FOUR FACTOR ANALYSIS RESULTS

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the recipient.

Analysis for Factor 1 relied primarily on two data sources: the US Census Bureau's American Community Survey (ACS), and Fairfax County Public Schools' surveys of languages students speak at home. Together, these illustrate the languages spoken throughout the County and therefore are likely spoken by Fairfax Connector riders.

FINDINGS FROM THE AMERICAN COMMUNITY SURVEY (ACS)

FTA defines LEP persons as individuals for whom English is not their primary language and who have limited ability to read, write, speak, or understand English. The US Census Bureau includes questions in the American Community Survey (ACS) to assess English proficiency and other language use among residents of the United States. Accordingly, Fairfax County residents who reported in the ACS that they speak English "less than very well" are considered to have limited English proficiency for purposes of this Four Factor Analysis. Maps displaying the distribution of LEP populations in Fairfax County are found in **Appendix B**.

Table 19 shows the County's overall LEP population by language group for the population five years and older. In total, 14 percent of the population in Fairfax County, or just over 149,000 people, are limited English proficient.

Table 19: English Proficiency in Fairfax County by Language Group, Population Five Years and Older⁸

Language Spoken at Home ⁹	Population Five Years and over by Specified Language Group	Percent of Population by Specified Language Group	Speak English “Less than Very Well” by Specified Language Group	Percent of Specified Language Group Speakers that Speaks English “Less than Very Well”
Spanish	144,216	13.4%	59,810	41.5%
Asian or Pacific Islander	129,071	12.0%	53,120	41.2%
Indo-European	91,764	8.5%	21,610	23.5%
Other Languages	51,225	4.8%	14,662	28.6%
Total Non-English Languages	416,276	39%	149,202	36%
Total English-only	659,040	61%	-	-
Total Population – Fairfax County	1,075,316			

Table 20 shows details on the top ten languages spoken by LEP households in Fairfax County, comparing results from 2014-2018 (submitted in the 2020 Title VI Program) to the most recent data available for 2021. This analysis uses single-year estimates from the ACS because the US Census Bureau currently only provides five-year estimates for 2015 and earlier.¹⁰ Since the ACS uses a sample rather than a census of each geography, single-year estimates have larger margins of error than five-year estimates. For example, small nominal increases or decreases may in fact be untrue.

With these limitations in mind, the top ten languages have changed slightly in the past three years, with multiple languages increasing or decreasing and others moving off the list entirely. Hindi and other Indic languages and Urdu saw notable decreases in the size of their LEP populations, with 38 percent and 41 percent decreases, respectively. Arabic shifted to fifth and Farsi shifted to eighth. Additionally, Bengali replaced Tagalog as the tenth most populous LEP community. For the top four languages, Spanish and Korean saw decreases in the size of their limited English proficient populations, but Vietnamese and Chinese saw an increase. Except for Bengali, the growth has been modest for linguistic communities whose LEP populations have increased.

⁸ U.S. Census Bureau, American Community Survey, 2017-2021, five-year estimates, Table S1601: Language Spoken at Home.

⁹ The US Census Bureau collapses 382 language categories into four major groups: Spanish, Asian or Pacific Island Languages, Indo-European Languages, and Other Languages.

¹⁰ The 2014-2018 five-year estimates used in the 2020 Title VI Program were not available for this analysis.

Table 20: LEP Populations in Fairfax County, Population Five Years and Older - Top 10 Languages

2020 Rank	Top 10 Languages (2020 Title VI Program)	2014-2018 ¹¹ Population	2023 Rank	Top 10 Languages (2023 Title VI Program)	2021 ¹² Population	Percent Change
1	Spanish or Spanish Creole	61,146	1	Spanish or Spanish Creole	55,752	-8.8%
2	Korean	17,893	2	Korean	17,577	-1.8%
3	Vietnamese	12,775	3	Vietnamese	13,980	9.4%
4	Chinese	9,112	4	Chinese	9,350	2.6%
5	Hindi and other Indic languages ¹³	8,644	5	Arabic	6,351	3.2%
6	African Languages	8,598	6	Amharic	5,786	*
7	Arabic	6,155	7	Hindi and other Indic languages	5,330	-38.3%
8	Urdu	5,685	8	Persian (including Farsi, Dari)	4,775	-12.1%
9	Farsi	5,430	9	Urdu	3,346	-41.1%
10	Tagalog	3,051	10	Bengali	3,099	65.2% ¹⁴

* The previous Title VI program did not distinguish between different African languages. However, the latest ACS includes several different African languages, and because there are large populations of Amharic speakers in Fairfax County, this table includes the greatest detail possible. However, the percent change has been omitted in this case, since “African languages” in the 2018 data are not directly comparable to the 2021 Amharic data, even if it did consist of mostly Amharic speakers.

Table 21 shows the distribution of commute mode based on ability to speak English. The dataset provided a detailed breakdown of commute mode among English and Spanish speakers but collapses all other language groups into a single additional category. Therefore, Spanish is the only LEP population broken out in the table below. Spanish-speaking LEP persons who work in Fairfax County are more dependent on public transportation as their primary commute mode than the general population, LEP workers who speak languages other than English, and Spanish-speaking LEP persons who also speak English very well. LEP persons who speak Spanish and work in Fairfax County are also more likely to carpool, walk, or use a motorcycle, bicycle, or taxi to travel to work, while they are far less likely to work at home compared to all other populations.

¹¹ U.S. Census Bureau, American Community Survey, 2014-2018, five-year estimates, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

¹² U.S. Census Bureau, American Community Survey, 2021, one-year estimates, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 years and over. The U.S. Census Bureau currently only provides five-year estimates for 2015 and earlier, so 2021 one-year estimates were used to provide the most recent data available.

¹³ Speakers of other Indic languages may also speak Hindi, so Hindi and other Indic languages will be combined in analyses of LEP populations in Fairfax County. In the 2014-2018 ACS data there are 7,144 speakers of “other Indic languages” and 1,500 speakers of Hindi that speak English “less than very well.” In the 2021 ACS data there are 3,417 speakers of “other Indic languages” and 1,913 speakers of Hindi that speak English less than very well.

¹⁴ The percentage change for Bengali speakers that speak English “less than very well” was calculated using the ACS 2018 one-year estimates. The 2014-2018 five-year estimates used in the 2020 Title VI Program were not available for this analysis.

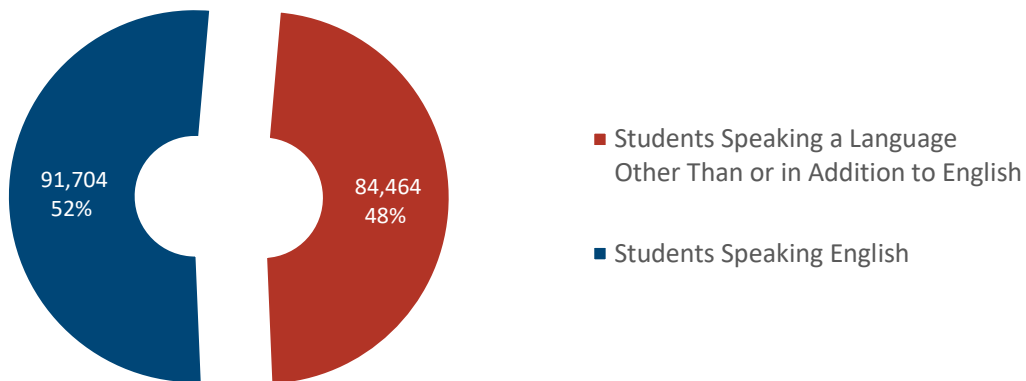
Table 21: Commute Mode Share for Working-age Population in Fairfax County by Language Spoken at Home and Ability to Speak English¹⁵

Commute Mode	Total Population	Speak Only English	Speak Spanish and Speak English Very Well	Speak Spanish and Speak English Less Than Very Well	Speak Languages Other Than English and Speak English Very Well	Speak Languages Other Than English and Speak English Less Than Very Well
Drove Alone	69.9%	72.2%	67.3%	59.3%	65.9%	67.9%
Carpooled	7.9%	5.9%	11.6%	23.3%	7.4%	11.7%
Public Transportation	2.9%	3%	3.7%	7.2%	2.2%	3.0%
Walked	1.6%	1.4%	1.8%	3.5%	1.7%	2.4%
Taxicab, motorcycle, bicycle, or other means	1.5%	1.4%	1.9%	2.7%	1.5%	1.5%
Worked at Home	16.2%	17%	13.6%	4.0%	21.3%	13.4%

FINDINGS FROM THE FAIRFAX COUNTY PUBLIC SCHOOLS YOUTH SURVEY

Fairfax County Public Schools (FCPS) regularly survey their students to help identify the languages students speak at home.¹⁶ As of the start of the 2022 school year, just over 176,000 students attend FCPS schools (kindergarten through 12th grade). As shown in **Figure 8**, 84,464 (48 percent) students speak a language other than English at home. **Table 22** shows the most frequently spoken languages at home other than English among those students. Like the ACS results, Spanish is by far the most prevalent language other than English spoken at home among households where English is not the sole language spoken.

Figure 8: FCPS Students Speaking Languages Other Than English



¹⁵ U.S. Census Bureau, American Community Survey, 2017-2021, five-year estimates, Table B08513: Means of Transportation to Work by Language Spoken at Home and Ability to Speak English for Workplace Geography – Universe: Workers 16 years and over.

¹⁶ This section relies on data from the Fairfax County Public Schools Home Language Survey, provided by FCDOT and current as of September 30, 2022.

Table 22: Languages Other Than English Frequently Spoken at Home, 2022

Rank	Language	Number of Students	Percent of Total Speakers of a Language Other Than or in Addition to English	Percentage of all Students
1	Spanish	39,626	47%	22%
2	Arabic	5,392	6%	3%
3	Korean	4,009	5%	2%
4	Vietnamese	3,796	4%	2%
5	Chinese/Mandarin	3,424	4%	2%
6	Amharic	3,156	4%	2%
7	Urdu	2,640	3%	1%
8	Telugu	1,832	2%	1%
9	Farsi/Persian	1,548	2%	1%
10	Hindi	1,443	2%	1%
-	Other	17,598	21%	10%
Language Minority Students		84,464	100%	48%
Total Student Population		176,168	-	100%

FACTOR 1 SUMMARY

The Factor 1 analysis used two data sources recommended by FTA to describe the LEP population in the Fairfax Connector service area: the ACS and FCPS’ Home Language Survey. Together, the ACS and FCPS data identify the most common languages spoken by LEP persons in Fairfax County:

- Spanish
- Korean
- Vietnamese
- Chinese (Mandarin)
- Arabic
- Amharic
- Hindi and other Indic languages
- Persian (Including Farsi, Dari)
- Urdu
- Bengali
- Telugu

Spanish commandingly tops both lists. While a smaller share of the working age population speaks Arabic, a larger share of students in the grades surveyed by FCPS speak Arabic at home, suggesting that Arabic may become spoken more commonly in Fairfax County over time. Most other languages identified in the two lists appear in roughly the same order and proportion. However, Bengali does not appear in the FCPS list as a distinct group despite appearing in the ACS list, and Telugu appears in the FCPS list but not in the ACS list (though it may be collapsed into the “other Indic languages”).

The overall most spoken non-English languages have shifted slightly in the past three years, with Bengali replacing Tagalog as the tenth most populous LEP community. The top languages (Spanish, Korean, Vietnamese, and Chinese) have seen little change in population size, with Spanish remaining the largest LEP community in Fairfax County. However, significant decreases occurred in LEP populations for Hindi and other Indic languages and Urdu. There was also a slight decrease in Persian languages such as Farsi and Dari between the data

reported in the previous Title VI Program and the current Title VI Program. Furthermore, nearly half of FCPS students live in a home where a language other than English is spoken.

Factor 2: The frequency with which LEP persons encounter the program.

Fairfax County conducts surveys of key program areas and assesses major points of contact with the public, such as:

- Use of bus and rail service
- Purchase of passes and tickets through vending machines, outlets, websites, and over the phone
- Participation in public meetings
- Customer service interactions

FINDINGS FROM THE 2019 ORIGIN AND DESTINATION SURVEY

FCDOT’s 2019 on-board rider survey collected demographics, travel patterns, and use tendencies from nearly 3,700 Fairfax Connector riders across the system. The survey was administered in English, Spanish, and Korean, and samples were taken across routes and times of day. Results were weighted by route-level ridership to prevent overrepresentation.

The survey found that most riders take trips five days per week; home-based work trips comprise the majority of weekday trips; and most trips involving personal business (e.g., appointments and shopping) occur on weekends. The survey also found that an average of 20 percent of riders speak English “less than very well”. This includes around 11 percent of total riders that speak English “not well”, and nine percent of total riders that speak English “well.” The range among routes aggregated by geographic area (Vienna, Tysons, Huntington, and Franconia-Springfield) varied between 19-32 percent speaking English “less than very well.”

FINDINGS FROM INTERVIEWS AND FACTOR 2 SUMMARY

LEP individuals interact with the County **daily**, particularly through public transportation and customer service interactions. As detailed in the interviews with County staff, Fairfax County provides language services in a few ways. LEP individuals interact with bus operators directly, who often use digital translation services including those on smartphones, as well as other multilingual passengers, to assist with navigation queries. The County also has third-party real-time interpretation services that staff, including bus operators, can access by calling a support phone number. Outside of mid-trip situations, LEP persons regularly call the County’s customer service phone number with questions and concerns, and often attend community events. County staff do outreach in advance to determine for which languages they will need to provide interpretation support at meetings. County staff are generally prepared for frequent communication with LEP individuals.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.

FINDINGS FROM THE 2019 ORIGIN AND DESTINATION SURVEY

While much of the 2019 Origin and Destination survey was not specific to LEP persons, the results do describe the importance of Fairfax Connector to persons living in the County. The survey found that 47 percent of riders had no alternative to the bus when they were surveyed, 34 percent of which did not have a car to use at all. While these results were not specific to LEP populations, LEP persons would be greatly impacted were transit service not available. When asked how they would make the trip if Fairfax Connector service was not available, seven percent of all trips would not occur at all, and most trips (71 percent) would instead be made by car. Twenty-three percent of those would be carpools, 27 percent would use ridehailing services or taxis, and 21 percent would drive their own vehicle. Limited English proficiency and other related factors may prevent someone from obtaining a driver’s license, suggesting that Fairfax Connector is likely even more important to the LEP population subset than these numbers suggest.



FINDINGS FROM INTERVIEWS

The interviews with County staff revealed that in general, transit riders are often older adults and those without access to a vehicle and that LEP persons use transit for many different purposes. Interviewees discussed how working adults commute to work by transit, as do both primary and secondary students to and from school. In addition, LEP residents use transit for non-work and non-school purposes, such as household errands, medical appointments, accessing social services and community centers, and for other recreation-focused trips.

FACTOR 3 SUMMARY

Interviewees highlighted the following language access resources as most used among LEP persons:

- Language access line providing over-the-phone translation services in real-time
- Live interpretation at community events
- Translated documents, informational videos, and/or social media posts

The County employs several multilingual individuals who can and often do provide internal translation and interpretation services. However, some interviewees suggested that employee training programs to improve translation skills would improve outcomes. Additionally, it is important that translations limit government jargon and complex language as many LEP persons have a low level of literacy in both English and their native language.

Interviewees also discussed the importance of including trusted community members in outreach efforts. This can help build relationships with LEP persons and create a safe space for providing resources to LEP communities. Fairfax County currently utilizes parent liaisons and neighborhood ambassadors as trusted and familiar individuals at outreach events. County staff also recommended taking advantage of community centers and non-profit partners to disseminate information to the public.

Customer service managers from each Fairfax Connector division explained that LEP individuals of all ages use and benefit from the transit system. Due to high ridership among Spanish-speakers, customer service staff and operators interact with LEP persons daily. These interactions range from navigation assistance to complaints about on-time performance. **Table 23** provides a summary of the most frequently encountered languages at each Fairfax Connector Customer Service Division, as well as the bus routes identified during interviews as having the highest LEP ridership.

Table 23: Frequently Encountered Languages by Customer Service Division and Fairfax Connector Routes

Fairfax Connector Customer Service Division	Language Groups	Fairfax Connector Routes
Herndon	Spanish	Interviewee did not identify routes, although another interviewee identified Route 950
Huntington	Spanish, Korean, Vietnamese, Chinese	<ul style="list-style-type: none"> ■ 401 ■ 152 ■ 402 ■ 161 ■ 321 ■ 162 ■ 322 ■ 310 ■ 171 ■ 151
West Ox	Spanish, Hindi	<ul style="list-style-type: none"> ■ 310

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

FCDOT currently provides language access resources in multiple formats, including real-time interpretation, visual aids, and translated documents. FCDOT is committed to providing adequate language assistance resources, based on identified community needs, regardless of cost. Currently, FCDOT allocates an annual budget of \$321,000 to accomplish their language access strategies, including, but not limited to the following:

- Access to the Language Access Line for over-the-phone, real-time interpretation
- Provision of professional live interpretation at community outreach events, as needed
- Translation and printing of service information flyers
- Translation of social media posts and informational videos
- Participate in or hold community events to reach LEP populations.

In addition to these resources, FCDOT staff who speak languages other than English are identified within the department as being available to provide interpretation services. The list of staff who are available to provide interpretation services is periodically updated through a Foreign Language Resource Survey that is distributed to all full-time staff.

Fairfax County Procedural Memorandum 02-08 (April 30, 2004) stipulates that each department in the County must have an official Language Access Coordinator. Procedural Memorandum 02-08 lists the following responsibilities for the Language Access Coordinator:

1. Create a repository of resources and material related to language issues.
2. Develop a database of bilingual staff who are interested in participating in LINCUS, a program providing limited-service telephone interpretation.
3. Work with agencies to educate employees about language resources, accessibility of services and effective use of interpretation and translation services; as well as the available equipment and materials.
4. Work with agencies to ensure effective preparation and review of all translated materials, including the creation and training of Translation Verification Teams (TVTs).
5. Develop standards for translation of materials, including guidelines for documents requiring bidirectional writing formats.
6. Establish a county-wide coding system for all translated material.
7. Develop and distribute standard glossary of County agency names, titles and basic terminologies for use by translation vendors.
8. Work with Department of Information Technology (DIT) on the creation of a Language Access Webpage and the usability of existing technology and assist in developing process for upgrades.
9. Update agencies on any advances in software or on-line translation capabilities, as well as typing software available.
10. Evaluate organization-wide access to LEP information, resources and equipment.

FCDOT's Language Access Coordinator is the Title VI Officer. Procedural Memo 02-08 also stipulates that agency directors are responsible for disseminating the County's Language Access Policy to all employees, and for ensuring that all employees are aware of and have access to language information and available language resources. Each agency is required to assess current LEP service practices (including bilingual direct service capacity) at all levels within the agency and identify appropriate resources (language services, personnel, equipment, training, funding and partnerships) available to support the demand. Agencies must develop protocols to include resource utilization, language vendor selection, and identification of document-types eligible for translation.

Procedural Memo 02-08 also requires that each department provide the necessary resources, within the agency's budget, to support the County's language access policy and initiatives. As additional language access strategies are deemed to be need, FCDOT will allocate budget resources to meet these needs accordingly.

FCDOT will notify LEP persons about the availability of language assistance through advertising in bus schedules and public meeting notices and ensuring that translated materials are distributed and available throughout the system.

2.9.4. MONITORING AND EVALUATION

Per Fairfax County Procedural Memo 02-08, FCDOT, and all other Fairfax County agencies, are responsible for developing a year-end report measuring and monitoring results of Language Access activities. This report must be provided to the county-wide Language Access Coordinator no later than July 31 each year. These reports are required to include a list of all translated materials and costs of all language services for the fiscal year.

To ensure ongoing monitoring and evaluation of the Language Access Plan, FCDOT's Title VI Officer/Language Access Coordinator will include the following information in the annual report, in addition to the list of all translated materials and costs of all language services for the fiscal year:

- Usage of the language line, including volume of calls by language and total costs expended on the language line for transit purposes
- Number of requests for interpretation, by event type, by language for transit-related events
- Any input received from FCDOT staff or contractors regarding language assistance needs they encountered at transit-related events
- Views of the Fairfax Connector webpages with translated materials and the use of Google Translate on the Fairfax Connector website
- Any additional language access resources provided for transit service or planning-related needs during the year due to demonstrated need or requests

In addition to the language access strategies that FCDOT currently pursues, **Table 24** delineates a budget for the Title VI Language Access Strategies that FCDOT will implement annually for this Title VI Program.

Table 24: Language Access Plan Strategies – Budget

Activities	Cost (estimated per fiscal year)	Assumption
Materials and Notices Translations, Interpretation		
<i>Activity 1:</i> Provide highly visual regional sector maps to bus operators/supervisors for use in the field.	FCDOT staff develop and update these as part of regular duties.	
<i>Activity 2:</i> Print and distribute Fares and Policies Brochure in the 10 languages identified in LAP.	Estimated total: \$5,000 <ul style="list-style-type: none"> ■ Translation: \$4,000 ■ Printing: \$1,000 	<i>Fares & Policies Brochure (Source: FCDOT)</i> <ul style="list-style-type: none"> ■ Existing Spanish Translation: performed by internal approved translator as part of regular duties. ■ Translation per language other than Spanish: \$500 - \$750
<i>Activity 3:</i> Post Title VI Notice and Complaint forms in Fairfax County DOT offices in the 10 languages identified in LAP	Translation: \$4,000	
<i>Activity 4:</i> Print and post Title VI Notice bus cards in Spanish for every vehicle in the Fairfax Connector fleet	FCDOT staff develop these as part of regular duties. Printing: \$1,500	
<i>Activity 5:</i> Service Information Flyers and Online Surveys: FCDOT produces about 25 flyers and 8 surveys each year that will be translated the appropriate languages for the area impacted	Estimated total: \$40,500 <ul style="list-style-type: none"> ■ Translation: \$40,000 ■ Printing: \$500 	<i>Service Information Flyer (Source: FCDOT)</i> <ul style="list-style-type: none"> ■ Assumption: 8 surveys translated into Spanish ■ Assumption: 4 surveys translated into Chinese, Korean, Amharic and Vietnamese ■ Assumption: 25 flyers translated into Spanish ■ Assumption: 5 flyers each in Chinese, Korean, Amharic and Vietnamese
<i>Activity 6:</i> FCDOT will advertise in traditional local ethnic media in advance of service changes, along with targeted online and social media ads.	Estimated: \$250,000	Direct mail, in-person, radio, internet, and multi-channel TV advertising campaigns 4x/year
<i>Activity 7:</i> FCDOT sets up a Language Line phone number for 10 languages identified in the LAP.	Estimated: \$6,000	<i>Language Line (Source: FCDOT, Fairfax County OHREP, LanguageLine.com) currently Liberty Language Services</i> Costs on a per-use basis. Unit costs depend on language and length of call. Estimated \$50 per use.
<i>Activity 8:</i> Language Assistance Tear Sheets on Buses (10 languages)	FCDOT staff develop these as part of regular duties.	
Training and Events		
<i>Activity 9:</i> Pop-Up Events and Community Meetings	FCDOT staff prepare for and conduct these meetings as part of regular duties.	<ul style="list-style-type: none"> ■ Assumption: eight events per year ■ Estimated costs reflect contracted staffing for events, and do not include FCDOT staff time.



Activities	Cost (estimated per fiscal year)	Assumption
	Contracted staffing costs: \$4,000	
Activity 10: Title VI FCDOT Staff Training	Performed by Title VI Officer as part of regular duties.	The Title VI Officer is responsible for ensuring all FCDOT staff receive Title VI training and remain up to date.
Monitoring and Evaluation		
Activity 11: Monthly Data Collection	Performed by Title VI Officer as part of regular duties.	The Title VI Officer is responsible for all relevant data collection activities for the LAP.
Activity 12: Annual Data Collection	Performed by Title VI Officer as part of regular duties.	The Title VI Officer is responsible for all relevant data collection activities for the LAP.
Activity 13: Annual LAP Report, Updates to Language Access Plan	Performed by Title VI Officer as part of regular duties.	The Title VI Officer is responsible for compiling the annual LAP report and incorporating updates to the language access plan.
Contingency	\$10,000	The contingency will cover any additional costs incurred over the fiscal year that were not encompassed in this estimate.
Total Estimated Annual Cost		\$321,000



3. CHAPTER 3: SERVICE STANDARDS AND POLICIES

FCDOT has developed transit service standards and policies to guide the equitable provision of service and amenities in Fairfax County.

3.1. Transit Service Standards

The following service standards will be used for FCDOT’s Title VI service monitoring. The agency will use these metrics to evaluate routes and adjust service based on performance.

3.1.1. VEHICLE LOAD

Vehicle load is the level of passenger crowding that is acceptable for a safe and comfortable ride. Vehicle load is expressed as a ratio of the number of passengers on the vehicle to the number of seats on the vehicle averaged over the peak one-hour in the peak direction. FCDOT uses different vehicle load factors for its commuter and local services. The standard for commuter services is 1.00, representing one passenger per seat, because these services often operate on limited-access highways which would pose a safety hazard for standees. The load factor for local services is 1.25, as these services generally do not operate on limited-access highways and standees do not pose the same safety hazard. **Table 25** identifies the capacity and load factor for each type of service FCDOT offers.

Table 25: Maximum Acceptable Vehicle Loads

Service Type	Maximum Load Factor
Commuter Services	1.00
Local Services	1.25

3.1.2. VEHICLE HEADWAY

Vehicle headway represents the amount of time between two vehicles traveling in the same direction on a given route. **Table 26** summarizes the maximum acceptable headway for each type of route during different service periods.

Table 26: Maximum Acceptable Vehicle Headways

Type of Route	Maximum Peak Period Headway	Maximum Off-Peak Headway
Full-Day Routes		
Weekday	30 minutes	30 minutes (60 minutes after 9:00 PM)
Saturday	30 minutes (base ¹⁷)	60 minutes (fringe ¹⁸)
Sunday	60 minutes	60 minutes
Weekday Peak-Only Routes		
Morning	20 minutes (peak of the peak)	30 minutes (fringe of the peak)
Afternoon	20 minutes (peak of the peak)	30 minutes (fringe of the peak)

3.1.3. ON-TIME PERFORMANCE

FCDOT requires its operating contractor to maintain a minimum standard of “on-time bus trips” for each route of at least 85 percent. “On-time” is defined as between one minute early and six minutes late leaving scheduled time points as established in the bus route schedule to include the starting point of any scheduled trip.

3.1.4. SERVICE AVAILABILITY

Service availability is a measure of coverage, indicating how many residents in a service area have access to fixed-route transit. FCDOT sets a standard whereby at least 50 percent of the Fairfax County’s population are within a quarter mile walking distance of a local route alignment or express route stop.

3.2. Transit Service Policies

3.2.1. TRANSIT AMENITIES

Transit amenities refer to items of comfort, convenience, and safety that are available to customers. FCDOT has an established process for determining site selection for amenities, outlined in the *Fairfax County Bus Stop Guidelines* document. The County uses the standard operating procedures and policies outlined in this guide to ensure transit amenities are equitably distributed. The policies established in these guidelines include the following:

- **Bus shelters:** A bus shelter and pad may be installed at stops with an average of 50 or more boardings per day, at a transit center or park-and-ride-lot owned by Fairfax County, or if the stop is at a major activity center.
- **Benches:** Benches with pads may be installed if the stop is located at a transit center or park-and-ride lot or if the stop is a major activity center, generating 25 or more passenger boardings per day, or at stops located near significant populations of seniors, the disabled, students, or other special uses (e.g., tourist attractions).
- **Provision of information:**
 - Bus stop signs should be installed at all locations. These signs consist of two variations: local and regional (for stops jointly served by WMATA’s Metrobus) designs. Each bus stop has a unique bus stop ID that can be used for BusTracker real-time arrival and route information available via phone and internet applications.
 - Rider information guides (two to four-sided mounted display units) containing schedule and individual system maps should be installed at all transit stations and park-and-ride lots where Fairfax Connector bus service operates and has designed service bays.

¹⁷ Saturday base is defined as 9:00 AM to 5:00 PM.

¹⁸ Saturday fringe is defined as after 5:00 PM.

— Bus System Maps are available at:

- ❑ All Connector Store locations
- ❑ All supervisor offices
- ❑ All middle schools and high schools (Student Bus Pass)
- ❑ INOVA Fairfax Hospital
- ❑ Free-standing displays at all Fairfax County Metrorail stations
- ❑ All community centers
- ❑ Centreville Day Labor Center
- ❑ All Fairfax County libraries
- ❑ Business and hotels upon request
- ❑ Apartment complexes upon request.

- **Escalators and elevators:** Fairfax Connector does not generally provide or maintain escalators or elevators at any bus stops apart from the Wiehle-Reston East Metrorail station, Innovation Center Station garage, Herndon-Monroe garage, and Burke Centre garage.
- **Waste receptacles:** Waste receptacles are installed at all stops with a demonstrated issue with littering.

3.2.2. VEHICLE ASSIGNMENT

Vehicle assignment refers to the process by which transit vehicles are assigned to routes for revenue service. Fairfax Connector’s vehicles are assigned to three bus divisions: Herndon, West Ox, and Huntington. However, individual buses are generally not assigned to individual routes. Buses are deployed to individual routes based on fleet availability on the day of service, size of the bus, the capacity needed on the routes served, and the route’s roadway characteristics (i.e., buses that travel in residential neighborhoods with narrow streets must be smaller). Fairfax Connector tracks the individual buses used on routes via its intelligent transportation systems (ITS) capabilities.

Buses are replaced at the end of their useful life in accordance with Fairfax Connector’s fleet replacement plan. Fairfax Connector has a comprehensive preventive maintenance and component replacement program which ensures a high level of vehicle reliability. The oldest vehicles in the Fairfax Connector fleet date to 2007, while the average age of the fleet is 10.7 years. All vehicles in the Fairfax Connector fleet are low-floor, which is consistent with Fairfax Connector’s policy is to purchase only low-floor vehicles. **Table 27** is the Fairfax Connector fleet profile.

Table 27: Fairfax Connector Fleet Profile (As of April 24, 2023)

Year	Make	Size (Feet)	Number	Current Age (In 2023)
2007	New Flyer	40	4	16
2007	New Flyer	35	6	16
2008	Orion	30	25	15
2009	New Flyer	40	43	14
2010	New Flyer	40	3	13
2011	New Flyer	40	36	12
2011	New Flyer	40	31	12
2012	Orion	33	6	11
2012	New Flyer	40	20	11
2012	New Flyer	35	15	11
2013	New Flyer	40	19	10

Year	Make	Size (Feet)	Number	Current Age (In 2023)
2014	New Flyer	35	17	9
2015	New Flyer	40	5	8
2015	New Flyer	35	12	8
2017	New Flyer	40	10	6
2018	New Flyer	40	4	5
2018	New Flyer	35	10	5
2019	New Flyer	40	4	4
2020	New Flyer	40	11	3
2021	New Flyer	40	28	2
2022	New Flyer	40	20	1
2022	New Flyer	35	16	1

3.3. Transit Service Monitoring

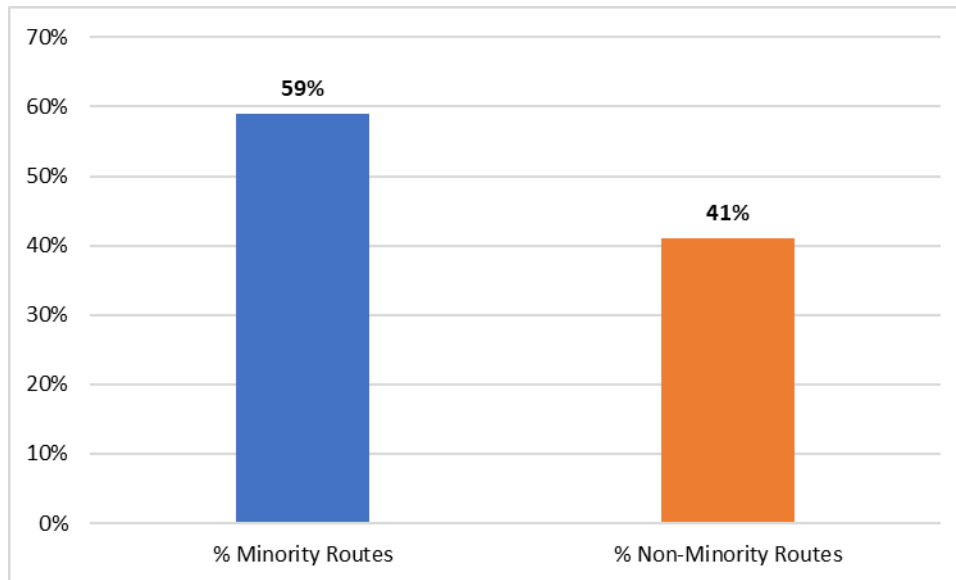
The FTA defines a minority bus route as one where one third or more of the route’s revenue miles fall within a minority Census block group. A minority Census block group is defined as one in which the percentage minority population exceeds the percentage minority population in the service area. The minority population comprises 49.9 percent of the total population Fairfax County;¹⁹ therefore any Census block group in which the minority population comprises 49.9 percent of the population or higher is considered to be a minority Census block group.

An initial GIS analysis identified minority routes by the percentage of each route’s revenue length that intersect minority Census block groups. This definition of minority routes was applied to all routes except those that run along a highway or have limited stops to the route destination. For commuter routes and express routes, due to the fact that they often run long distances and sometimes on limited access highways where boarding/alighting does not occur, a slightly modified methodology was required. The number of bus stops in minority block groups and in non-minority block groups was counted, and the route was designated as minority or non-minority classification based on whichever type of block group had the greater number of stops. If a route had an equal number of minority and non-minority stops, the route was designated as a minority route to be conservative.

Of Fairfax Connector’s 95 routes, 56 routes (59 percent) are considered minority routes and 39 routes (41 percent) are considered non-minority. The final classification distribution is depicted in **Figure 9**.

¹⁹ Based on a calculation of block group population from the U.S. Census Bureau, American Community Survey, 2017-2021, five-year estimates. This number is slightly different from the total population calculation in Section 2.3 because for monitoring analysis purposes the calculations are done at the block group level.

Figure 9: Distribution of Minority Routes



Section 3.7: Analysis of Transit Service Standards and **Section 3.8: Analysis of Transit Service Policies** evaluate the performance of Fairfax Connector per the service standards and policies set forth in Fairfax County’s Title VI Program to ensure both transit service and transit amenities are equitably distributed across the service area, regardless of whether a route primarily serves minority or non-minority populations.

3.4. Major Service Change, Disparate Impact, and Disproportionate Burden Policies

3.4.1. INTRODUCTION TO MAJOR SERVICE CHANGE, DISPARATE IMPACT, AND DISPROPORTIONATE BURDEN POLICIES

In accordance with the requirements of FTA Circular 4702.1B, Title VI Requirements for Federal Transit Administration Recipients, FCDOT must establish policies and thresholds for what constitutes a Major Service Change, Disparate Impact, and Disproportionate Burden for use in future service equity and fare equity analyses. According to the Circular, the County must revisit these policies every three years and make revisions as necessary. While a new analysis was completed to ensure these thresholds continue to meet FTA guidelines, the proposed policies and thresholds for FY 2024-2026 are unchanged.²⁰ The Board of Supervisors approved these policies and their accompanying thresholds on July 11, 2023.

The use of these policies to evaluate proposed service and fare changes prior to implementation is designed to determine whether those changes will have a discriminatory impact based on race, color, or national origin.

A major service change is a numerical threshold that determines when changes are large enough in scale for the individual transit system to require a subsequent service equity analysis.

FTA C 4702.1B defines disparate impact and disproportionate burden as follows:

“The transit provider shall develop a policy for measuring **disparate impacts**. The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by

²⁰ The language of the Disparate Impact and Disproportionate Burden policies have been updated to provide clearer language for comprehension and application. The thresholds and their application remain unchanged.

minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly, regardless of mode, and cannot be altered until the next Title VI Program submission.” (FTA C 4702.1B, Chap. IV-13)

“The transit provider shall develop a policy for measuring **disproportionate burdens** on low-income populations. The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly, regardless of mode.” (FTA C 4702.1B, Chap. IV-17).

FTA C 4702.1B requires that if a disparate impact on minority communities is found, Fairfax County must determine ways to avoid, minimize, or mitigate the impact. Fairfax County can only implement a proposed change that results in a disparate impact, if substantial legitimate justification exists, and there are no alternatives meeting the same legitimate objectives. FCDOT is committed to adequately addressing any adverse impacts that result in a disproportionate burden to low-income communities.

3.4.2. MAJOR SERVICE CHANGE, DISPARATE IMPACT, AND DISPROPORTIONATE BURDEN POLICIES

FCDOT’s current major service change, disparate impact, and disproportionate burden policies for Fairfax Connector FY 2024-2026 are as follows.

Major Service Change (MSC)

A major service change is defined as an increase or a decrease of 25 percent or more in either daily revenue service hours, revenue service miles, or both for the individual route being modified.

FCDOT Major Service Change Policy Key Definitions:

- Daily Revenue Service Hours: The number of hours a bus operates while carrying paying passengers
- Daily Revenue Service Miles: The number of miles a bus operates while carrying paying passengers

Disparate Impact (DI)

A disparate impact (DI) occurs under the following circumstances:

- For a proposed service increase or fare reduction, **calculate service area minority population percent minus route area minority population percent**. If the result is greater than or equal to +10%, then a DI has occurred.
- For a proposed service reduction or fare increase, **calculate route area minority population percent minus service area minority population percent**. If the result is greater than or equal to +10%, then a DI has occurred.

Disproportionate Burden (DB)

A disproportionate burden (DB) occurs under the following circumstances:

- For a proposed service increase or fare reduction, **calculate service area low-income population percent minus route area low-income population percent**. If the result is greater than or equal to +10%, then a DB has occurred.



- For a proposed service reduction or fare increase, **calculate route area low-income population percent minus service area low-income population percent**. If the result is greater than or equal to +10%, then a DB has occurred.

3.4.3. MAJOR SERVICE CHANGE, DISPARATE IMPACT, AND DISPROPORTIONATE BURDEN POLICY DEVELOPMENT

To develop the recommendations for the Major Service Change, Disparate Impact, and Disproportionate Burden policies, FCDOT reviewed the policies and thresholds established in 2020 and the methodology used in their establishment. Staff held an internal work session to review. **Section 3.5** and **Section 3.6** describe the major service changes and major fare changes, respectively, that occurred over the previous three years using the previously established policies. By reviewing the previous analyses that occurred while utilizing the policies, staff were able to evaluate how the policies were utilized and their efficacy in evaluating the equitable distribution of service changes.

Staff also employed a variety of other informational items and data, including:

- Census data analysis on the demographic and socio-economic composition of the population living within a quarter mile of a Fairfax Connector route, which is the distance recommended by FTA
- Ridership survey data collected in 2019
- Policies in place at peer transit agencies in the Washington, D.C. metropolitan area and across the United States

Major Service Change Policy Development

FTA requires that agencies' Major Service Change policy address both service reductions and service increases for all fixed-route modes of service. FCDOT's current policy, which is the same as the new proposed Major Service Change policy, considers the potential addition to or reduction of daily revenue service miles and hours. Revenue service hours and revenue service miles were both included in the policy due to the different types of services offered by the Fairfax Connector—some Fairfax Connector routes run for short periods of time over long distances, while other routes run for many hours in revenue service but operate over a smaller geographic area.

FCDOT's service equity analyses of the past three years and public input confirmed that the current policy of 25 percent in either revenue service reductions or increases should continue as the threshold for constituting a Major Service Change. The 25 percent threshold triggered 46 major service changes in this time period. Of these changes, 10 involved the creation of a new route, 13 involved the elimination of a route, and 19 involved other changes, including changes to route alignments, span of service, or headway. This reporting period included a unique service change in preparation for the extension of the Metrorail Silver Line Phase 2, for which service changes within the Reston-Herndon area were comprehensive in nature, encompassing all routes and a re-envisioning of service (35 routes impacted out of the 46 during this reporting period). Route modifications below the 25 percent threshold impacted very few riders and did not cause significant negative public reaction.

Disparate Impact/Disproportionate Burden Policy Development

The Disparate Impact and Disproportionate Burden were evaluated by examining service equity analyses performed since the approval of the previous Title VI Program (**Section 3.5** and **Section 3.6** describe the major service changes and major fare changes, respectively, that occurred over the previous three years using the previously established policies). The minority and low-income percentages of the population living within a quarter mile of routes affected by major service changes were compared with the minority and low-income percentages of the population living within the entire Fairfax Connector service area. The service equity analyses showed that a 10 percent threshold for both disparate impact and disproportionate burden would again meet

the goal of FTA Title VI Circular 4702.1B, in that it is not so low as to always identify an impact, nor so high as to never identify an impact. Public input generally agreed with the proposed 10 percent threshold, although responses were mixed for the impacts found when adding service as opposed to removing service. FCDOT's policies must account for both reductions and additions to service.

3.4.4. MAJOR SERVICE CHANGE, DISPARATE IMPACT, AND DISPROPORTIONATE BURDEN POLICY PUBLIC COMMENT AND STAKEHOLDER INPUT

A public comment period on the proposed Major Service Change and Disparate Impact/Disproportionate Burden policies was held from April 12 to May 8, 2023.²¹ **Figure 10** shows FCDOT's press release initiating the public comment period. Members of the public and stakeholders were offered several different options for providing comment, including:

- An online survey
- Virtual stakeholder discussions for representatives of community organizations serving minority and low-income populations
- A webpage featuring both the proposed written policies as well as a recorded presentation video explaining the Major Service Change and Disparate Impact/Disproportionate Burden policies.

The online presentation, also used for the stakeholder discussion presentations, can be found in **Appendix C**. Detailed responses collected by FCDOT during the public comment period are contained in **Appendix D**.

²¹ The initial end date of the public comment period had been announced as May 5, 2023. It was extended during the comment period to last until May 8, 2023.

Figure 10: April 12, 2023, Press Release

RESIDENTS BUSINESS GOVERNMENT **FAIRFAX COUNTY** VIRGINIA SERVICES CONNECT SEARCH

 Translate

Home > Connector > Fairfax Connector News > Provide Feedback on Title VI 2023 Update to Transit Service Change Policies

Fairfax Connector

CONTACT INFORMATION: Our call center is open 5AM-10PM M-F, 7AM-9PM Sat-Sun

703-339-7200
TTY 703-339-1608

fairfaxconnector@fairfaxcounty.gov

4050 Legato Road, Suite 400, Fairfax, VA 22033

Dwayne Pelfrey,
Chief

DEPARTMENT RESOURCES

[Department Homepage](#)

Provide Feedback on Title VI 2023 Update to Transit Service Change Policies Share

For Immediate Release
April 14, 2023

Fairfax County Department of Transportation (FCDOT) invites you to provide feedback on the proposed update of its Title VI program. Title VI policies ensure equitable distribution of transit service changes and as part of the update process the public is encouraged to give input on:

- Major Service Changes are changes significant enough to require special analysis that ensure that the proposed changes will not have discriminatory effects on minority or low-income areas.
- Disparate Impact describes a service change that may have discriminatory effects on minority areas.
- Disproportionate Burden describes a service change that may have discriminatory effects on low-income areas.

Proposed Major Service Change Policy

A major service change is a numerical threshold in change of service that determines when changes are large enough in scale to require the individual transit system to perform a service equity analysis. FCDOT's proposed Major Service Change Policy is as follows: A major service change is defined as either an increase or a decrease of 25 percent or more in either daily revenue service hours, revenue service miles, or both for the individual route being modified.

Proposed Disparate Impact/Disproportionate Burden Policy

A Disparate Impact/Disproportionate Burden policy defines a numerical threshold that determines when a "major service change" impacts minority riders or burdens low-income riders at a rate greater than the non-minority or non-low-income riders.

[Learn more about the Title VI 2023 Update.](#)

Ways to Provide Feedback Through Friday, May 5, 2023

We invite you to share your thoughts on these important policies through May 5, 2023:

- Take a brief survey (available in the languages below):

Language	Survey Link
English	https://survey.alchemer.com/s3/7256454/FCDOT-2023-Title-VI-Survey-English
Amharic	https://survey.alchemer.com/s3/7256454/amharic
Arabic	https://survey.alchemer.com/s3/7256454/arabic
Chinese (simplified)	https://survey.alchemer.com/s3/7256454/chinese
Korean	https://survey.alchemer.com/s3/7256454/korean
Spanish	https://survey.alchemer.com/s3/7256454/spanish
Urdu	https://survey.alchemer.com/s3/7256454/urdu
Vietnamese	https://survey.alchemer.com/s3/7256454/vietnamese

- Email your comments to fairfaxconnector@fairfaxcounty.gov
- Call 703-877-5600, TTY 711
- Mailing your comments to: Fairfax County Department of Transportation, Attention: Title VI Plan Update, 4050 Legato Road, Suite 400, Fairfax, VA 22033-2895

If you have additional questions or would like material in another language, please contact FCDOT at 703-877-5600, TTY 711.

Stay Connected with Fairfax Connector

- Watch "How to Ride" Video: English and Español
- To receive notifications for your bus route, sign up for BusTracker email or text alerts
- For more information about Connector service, email fairfaxconnector@fairfaxcounty.gov, or call 703-339-7200, TTY 711
- Follow us on Twitter [@ffxconnector](https://twitter.com/ffxconnector) or like us on Facebook
- Sign-up for alerts at www.fairfaxcounty.gov/alerts
- Visit <https://www.fairfaxcounty.gov/connector/news>

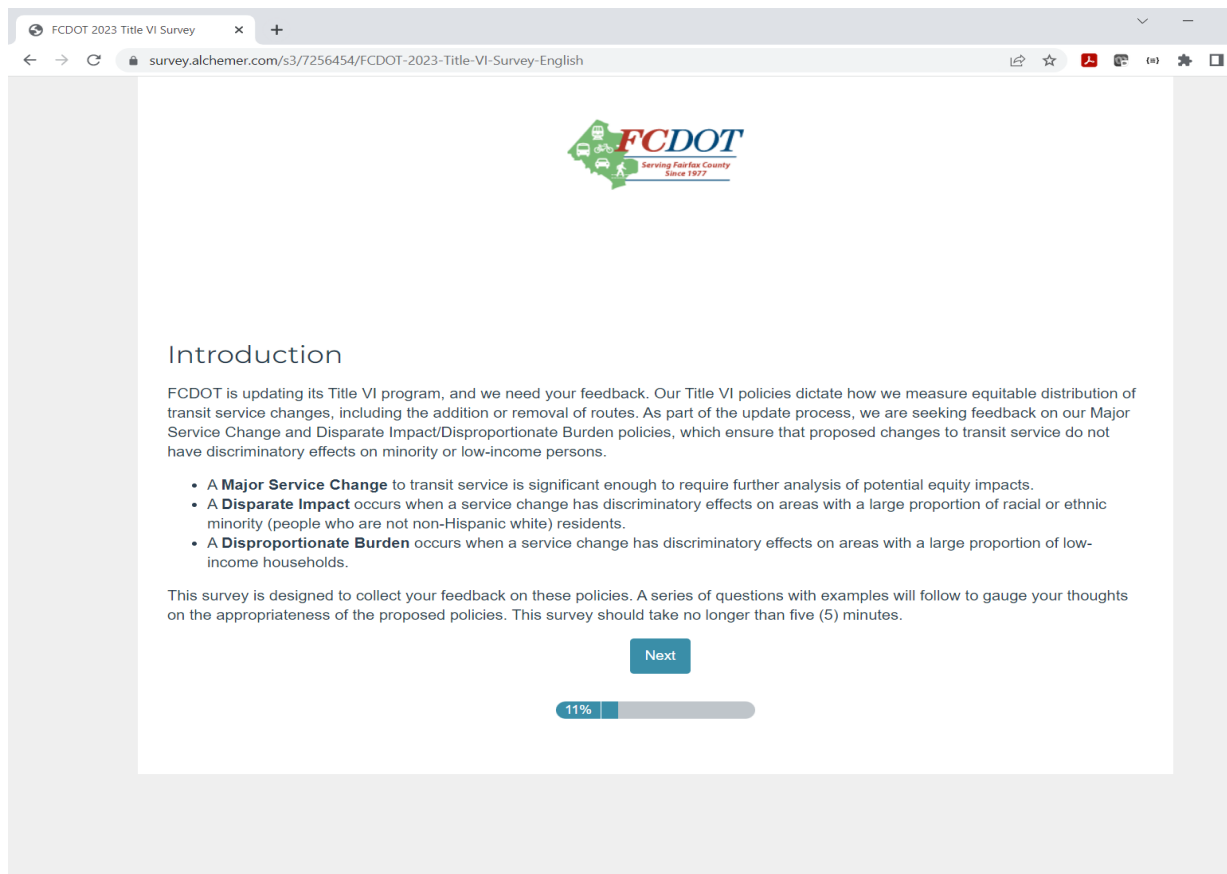
###



Online Survey

To solicit feedback on the proposed policies, FCDOT offered an online survey in eight different languages: English, Amharic, Arabic, Chinese, Korean, Spanish, Urdu, and Vietnamese. The survey questions were identical in each language. Using examples to make the concepts more accessible, the survey described FCDOT's proposed Major Service Change and Disparate Impact/Disproportionate Burden policies and asked respondents to provide their opinions about them through multiple-choice and open-ended questions. **Figure 11** is a screenshot of the first page of the survey. The survey questions are included in **Appendix E**.

Figure 11: Screenshot of First Page of FCDOT Title VI Policy Survey



SUMMARY OF SURVEY RESULTS

Fifty-five responses to the online survey were received. Respondents were generally satisfied with the County's major service change policy, with 75 percent agreeing with the 25 percent threshold for changes to revenue hours and 58 percent agreeing with the 25 percent threshold for changes to revenue miles. Comments on the major service change policy varied: some respondents believed the threshold should be lowered to place a greater emphasis on equity analyses, while others felt the threshold should be raised to give transit officials more flexibility to improve service.

Survey respondents expressed mixed opinions about FCDOT's 10 percent threshold for disparate impacts and disproportionate burdens. Respondents were asked to evaluate service reductions and service additions for both disparate impact and disproportionate burden thresholds, based on existing populations of minorities and low-income individuals in Fairfax County. Comments addressing these policies stated that respondents did not think the policies should apply to service additions. While respondents noted that they believed service should be balanced equitably, they did not think service additions to non-low-income or non-minority areas should be restricted, especially if a route is serving areas of high density and high need. Commenters also felt that there

should be more consideration for seniors when implementing service changes, noting that changes can create accessibility challenges. Detailed online survey results are available in **Appendix E**.

Stakeholder Discussions

FCDOT, with the assistance of the Fairfax County Office of Human Rights and Equity Programs (OHREP), organized two virtual stakeholder discussions for community-based organizations to solicit feedback directly from community stakeholders serving minority, low-income, and limited English proficient populations. FCDOT invited approximately 90 organizations to the stakeholder discussions. Representatives from three of the organizations and one self-advocate participated in the meetings. **Table 28** includes the logistics and attendees for the stakeholder discussions.

Each stakeholder discussion included a 45-minute presentation that provided an overview of FCDOT’s Title VI Program development process and explained the major service change, disparate impact, and disproportionate burden policies and how they would be applied. At key intervals during the presentation, the moderator paused to allow for discussion and comment. The rest of the hour was dedicated to question-and-answer and discussion time.

Table 28: Stakeholder Discussions – Logistics and Attendees

Date and Time	Location	Attendees
Wednesday, April 12, 2023 10:00 AM - 11:00 AM	Microsoft Teams Web Conference	Three attendees: <ul style="list-style-type: none"> ■ Waamiq Marshall-Washington, Cornerstones ■ Ivana Escobar, United Community ■ Katherine Montgomery, Self-advocate
Thursday, April 13, 2023 11:00 AM - 12:00 PM	Microsoft Teams Web Conference	One attendee: <ul style="list-style-type: none"> ■ Carol Robinson Huntley, ACCA Child Development Center

SUMMARY OF STAKEHOLDER DISCUSSIONS

This section provides a summary of the stakeholder discussion meetings. The complete responses from the stakeholder discussions can be found in **Appendix D**.

Through the presentations, the participants gained an understanding of how FCDOT developed and will apply the major service change, disparate impact (DI), and disproportionate burden (DB) policies. Participants asked clarifying questions about the policies and voiced their opinions about the recommended thresholds for each policy. While participants generally agreed with the thresholds, one participant noted that the DI and DB policies seemed abstract and questioned if the thresholds would be sensitive enough to identify equity impacts. Other feedback included recommending FCDOT inform community members on how to give ongoing feedback about major service change impacts, even after public comment periods have closed, and to share historical effectiveness of the policy thresholds during outreach to help community members understand the real-world implications.

Participants also provided feedback regarding Fairfax Connector services more broadly and provided suggestions on how to ensure effective communication between FCDOT and community members in general. Additionally, bus stop safety and features were topics of conversation, as well as travel time on the bus.

Public Comments Received via Email or US Postal Service

FCDOT received comments electronically via the online survey but did not receive any comments via email. FCDOT did not receive any comments via the US Postal Service.



Overall Responses Received

FCDOT developed an outreach strategy that included a web page with a pre-recorded presentation detailing the proposed policies, an online survey, and stakeholder discussions. The public was guided to the website through an intensive social media outreach strategy that utilized multiple platforms.

For the 2020 Title VI Program update, and for the previous update, four individuals participated in the stakeholder discussions (they were previously referred to as focus groups). This time, four individuals also participated in the stakeholder discussions. For this update, FCDOT received 55 responses to the online survey, compared to 111 responses in 2020. Going forward, FCDOT will continue to be on the lookout for new strategies to increase the effectiveness of outreach.

3.5. Major Service Changes Implemented from FY 2021 to FY 2023

3.5.1. RELEVANT FAIRFAX COUNTY TITLE VI PROGRAM ELEMENTS

A service equity analysis may require the evaluation of as many as four items, depending on the nature of the route, the proposed changes to it, and the environment that it serves. The policies listed in this section are those contained in the County's previous Title VI Program, as approved by the Board of Supervisors on September 29, 2020. The Disparate Impact and Disproportionate Burden definitions were approved by Board of Supervisors on September 15, 2020.

Under the previous Title VI Program:

- A **major service change** is defined as either an increase or a decrease of 25 percent or more in either daily revenue service hours, revenue service miles, or both for the individual route being modified.
- A **disparate impact** occurs when the difference between minority riders and non-minority riders affected by a proposed fare or service change is 10 percent or greater.
- A **disproportionate burden** occurs when the difference between low-income riders and non-low-income riders affected by a proposed fare or service change is 10 percent or greater.

These policies were in place when the equity analyses over the last three years were completed.

3.5.2. SUMMARY OF MAJOR SERVICE CHANGES

The service changes proposed for implementation since the approval of Fairfax County's previous Title VI program in 2020 were reviewed as mandated in Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. Forty-six routes experienced a major service change in this time period. Of these changes, 10 involved the creation of a new route, 13 involved the elimination of a route, and 19 involved other changes, including changes to route alignments, span of service, or headway. The service changes are described in **Table 29**. This reporting period included a unique service change in preparation for the extension of the Metrorail Silver Line Phase 2, for which service changes within the Reston-Herndon area were comprehensive in nature, encompassing all routes and a re-envisioning of service (35 routes impacted out of the 46 during this reporting period).

Table 29: List of Major Service Changes, August 2020 to January 2023

Date of Change	Route	Proposed Service Change(s)	Percent Change in Weekday Revenue Hours	Percent Change in Weekday Revenue Miles
August 2020	722	New route providing express service between the McLean Metrorail Station and the CIA GBCI facility in Langley, VA.	100%	100%
January 2021	350	New route, replacing Metrobus Route S80. Service to the new TSA headquarters, Metro Park, Springfield Mall, and the Franconia–Springfield Metrorail Station.	100%	100%
January 2021	351	New route, replacing Metrobus Route S91. Express service between the Franconia–Springfield Metrorail Station and new TSA headquarters.	100%	100%
Metrorail Silver Line Phase 2 (November 2022)		The service changes proposed for implementation in 2022 were reviewed as mandated by the Circular. The planned service changes are cost-neutral and redistribute service from routes that were made redundant by the opening of Metrorail Silver Line Phase 2 service throughout the Reston-Herndon area of Fairfax County. As part of these changes, four routes were added (615, 901, 921, and 954), 12 routes were removed (505, 551, 554, 556, 559, 585, 926, 927, 929, 980, 981, and 985), and 19 routes experienced other changes including realignments, span of service, or headway (507, 552, 553, 557, 558, 574, 599, 605, 924, 937, 950, 951, 952, 983, RIBS 1, RIBS 2, RIBS 3, RIBS 4, and RIBS 5). The service changes within the Reston-Herndon area were comprehensive in nature, encompassing all routes and a re-envisioning of service. As a result, adverse effects were analyzed on a census block group basis instead of a route-by-route basis, and all proposed service changes were deemed major service changes.		
October 2022	334	Service reduced to weekday rush hour service and a midday round trip.	-37%	-35%
October 2022	350	Routes 350 and 351 were split and replaced by four routes:	-47%	-59%
October 2022	351	<ul style="list-style-type: none"> ■ 350: Franconia-Springfield Metrorail Station, Springfield Hilton, and Springfield Town Center 	46%	32%
October 2022	352	<ul style="list-style-type: none"> ■ 351: Transportation Security Administration (TSA) and Northern Virginia Community College (NVCC) Medical Campus 	100%	100%
October 2022	353	<ul style="list-style-type: none"> ■ 352: TSA and NVCC Medical Campus ■ 353: Metro Park 	100%	100%
October 2022	495	Service reduced to rush hour and a midday round trip. Truncated to operate along Tysons Boulevard, International Drive, and Galleria Drive; will no longer serve the Tysons West Park Transit Station.	-61%	-52%
January 2023	644	Eliminated and replaced by the new Route 660.	-100%	-100%
January 2023	660	New route operating between the Stone Road Park-and-Ride Lot and Tysons, stopping at the Fairfax County Government Center and Vienna Fairfax-GMU Metrorail Station.	100%	100%

3.5.3. SUMMARY OF ANALYSIS RESULTS

Table 30 and **Table 31** list the findings of disparate impact and disproportionate burden analyses, respectively, using the 10 percent threshold that the Board of Supervisors set in the County’s 2020 Title VI Program. **Table 32** lists the findings of the disparate impact and disproportionate burden analyses that were conducted at the block group level for the Reston-Herndon service changes proposed for implementation in 2022 for Metrorail Silver Line Phase 2 extension.

The results for the service equity analyses (SEA) conducted at the route level in the past three years demonstrate that none of the major service changes implemented by FCDOT constituted a disparate impact or disproportionate burden. Disparate impact and disproportionate burden findings were identified for the SEA that was conducted at the block group level for the Reston-Herndon service changes proposed for



implementation in 2022 for the Metrorail Silver Line Phase 2 extension. The Reston-Herndon service equity analysis identified changes in 18 census block groups resulting in a disparate impact and changes in 14 census block groups resulting in a disproportionate burden. Of the disparate impacts identified, a substantial legitimate justification was identified for the 18 census block groups. Of the disproportionate burdens identified, the impacts and rationale of the proposed changes in serving low-income passengers were explored and documented.

Importantly, most of the areas around routes with major service changes during this reporting period contain minority and low-income populations in proportions similar to, or higher than, those found in the entire Fairfax Connector service area (the entirety of Fairfax County). This means that if FCDOT were to adjust the 10 percent threshold to be lower in an attempt to create more potential future DI or DB findings for route-level SEAs, it may not in fact cause substantially more findings. For instance, halving the threshold, from 10 percent to five percent, would generate only two additional route-level findings of disparate impact (the October 2022 changes to Routes 334 and 350) and one additional route-level finding of disproportionate burden (the August 2020 change to Route 722). While FCDOT could reduce its thresholds to zero percent to produce more route-level findings of disparate impact and disproportionate burden (four and three findings, respectively), this would be out of touch with regional peer agencies, which have generally set thresholds between five percent and 15 percent.

Results of Fairfax Connector’s Service Equity Analysis for proposed Major Service Changes (May 2020) and the Fairfax County Board of Supervisors Approval (April 14, 2020) are included in **Appendix G**.²²

²² The Fairfax County Board of Supervisors at the April 14, 2020 Board Meeting Approved Fairfax County Department of Transportation (FCDOT) Fairfax Connector May 2020 Major Service Changes with the needed Equity Analysis Results. The links below shows the Approval of Fairfax Connector Major Service Changes.

<https://www.fairfaxcounty.gov/boardofsupervisors/sites/boardofsupervisors/files/assets/meeting-materials/2020/board/april14-final-board-package.pdf>

<https://www.fairfaxcounty.gov/boardofsupervisors/sites/boardofsupervisors/files/assets/meeting-materials/2020/board/april14-board-summary.pdf>

Table 30: Summary of FCDOT Service Equity Analyses: Disparate Impact

Date of Service Change	Routes Affected	Add/Reduce Service	Route Area Population	Route Area Minority Population	Route Area Minority Population Percent (A)	Service Area Minority Population Percent (B)	Difference (A-B)	Threshold	Threshold Exceeded?
August 2020	722	Add	1,304	626	48%	47%	1%	-10%	No
January 2021	350	Add	9,329	5,211	56%	47%	9%	-10%	No
January 2021	351	Add	1,951	1,130	58%	47%	11%	-10%	No
October 2022	334	Reduce	8,582	4,941	57.6%	49.3%	8.3%	10%	No
October 2022	350	Modification (Reduce)	6,583	3,773	57.5%	49.3%	8.2%	10%	No
October 2022	351	Modification (Add)	2,024	1,172	57.9%	49.3%	8.6%	-10%	No
October 2022	352	Add	2,516	1,377	54.7%	49.3%	5.4%	-10%	No
October 2022	353	Add	3,889	2,265	58.2%	49.3%	8.9%	-10%	No
October 2022	495	Reduce	22,600	10,266	45.4%	49.3%	-3.9%	10%	No
January 2023	644	Reduce	146,499	72,349	49.4%	49.3%	0.1%	10%	No
January 2023	660	Add	279,365	134,885	48.3%	49.3%	-1.0%	-10%	No

Table 31: Summary of FCDOT Service Equity Analyses: Disproportionate Burden

Date of Service Change	Routes Affected	Add/Reduce Service	Route Area Households	Route Area Low-Income Households	Route Area Low-Income Households Percent (A)	Service Area Low-Income Households Percent (B)	Difference (A-B)	Threshold	Threshold Exceeded?
August 2020	722	Add	531	62	12%	18%	-6%	-10%	No
January 2021	350	Add	3,564	782	22%	18%	4%	-10%	No
January 2021	351	Add	661	141	21%	18%	3%	-10%	No
October 2022	334	Reduce	2,904	465	16.0%	16.7%	-0.7%	10%	No
October 2022	350	Modification (Reduce)	2,443	471	19.3%	16.7%	2.6%	10%	No
October 2022	351	Modification (Add)	695	141	20.3%	16.7%	3.6%	-10%	No
October 2022	352	Add	978	195	20.0%	16.7%	3.3%	-10%	No
October 2022	353	Add	1,436	275	19.2%	16.7%	2.5%	-10%	No
October 2022	495	Reduce	8,848	1,247	14.1%	16.7%	-2.6%	10%	No
January 2023	644	Reduce	50,867	7,951	15.6%	16.7%	-1.1%	10%	No
January 2023	660	Add	102,103	15,751	15.4%	16.7%	-1.3%	-10%	No

Table 32: Summary of SEA Findings by Block Group for Reston-Herndon Service Changes Proposed for Implementation in 2022 for Metrorail Silver Line Phase 2 Extension

	Number of Block Groups Meeting DI or DB Threshold
Disparate Impact (DI)	
Census Block Group Analysis for Discontinued or New Service	1
Census Block Group Analysis for Weekday Span of Service	4
Census Block Group Analysis for Saturday Span of Service	8
Census Block Group Analysis for Sunday Span of Service	8
Census Block Group Analysis for Weekday Peak Period Headway	4
Census Block Group Analysis for Weekday Midday Period Headway	12
Census Block Group Analysis for Saturday Core Period Headway	5
Census Block Group Analysis for Sunday Core Period Headway	6
Disproportionate Burden (DB)	
Census Block Group Analysis for Discontinued or New Service	2
Census Block Group Analysis for Weekday Span of Service	3
Census Block Group Analysis for Saturday Span of Service	6
Census Block Group Analysis for Sunday Span of Service	6
Census Block Group Analysis for Weekday Peak Period Headway	4
Census Block Group Analysis for Weekday Midday Period Headway	12
Census Block Group Analysis for Saturday Core Period Headway	7
Census Block Group Analysis for Sunday Core Period Headway	8

3.5.4. CONCLUSION

Based on these results, FCDOT proposes to change the language of the disparate impact and disproportionate burden policies so that their meaning and application is clearer; but the threshold and their use in practice are not proposed to change.

3.6. Major Fare Changes Implemented from FY 2021 to FY 2023

3.6.1. RELEVANT FAIRFAX COUNTY TITLE VI PROGRAM ELEMENTS

A fare equity analysis may require the evaluation of as many as four items, depending on the nature of the route, the proposed changes to it, and the environment that it serves. The policies listed in this section are those contained in the County’s previous Title VI Program, as approved by the Board of Supervisors on September 29, 2020. The Disparate Impact and Disproportionate Burden definitions were approved by Board of Supervisors on September 15, 2020.

Under the previous Title VI Program:

- A **disparate impact** occurs when the difference between minority riders and non-minority riders affected by a proposed fare or service change is 10 percent or greater.
- A **disproportionate burden** occurs when the difference between low-income riders and non-low-income riders affected by a proposed fare or service change is 10 percent or greater.

These policies were in place when the equity analyses over the last three years were completed.

3.6.2. SUMMARY OF MAJOR FARE CHANGES

The fare changes proposed for implementation since the approval of Fairfax County’s previous Title VI program in 2020 were reviewed as mandated in Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. One fare change occurred during this period, increasing the discount for bus to/from rail transfers from \$0.50 to \$2.00 to match this fare change by the Washington Metropolitan Area Transit Authority (WMATA). Fairfax Connector participates as a regional partner with WMATA in the use of the SmarTrip pre-paid fare card and proposed to match WMATA’s fare change in keeping with the Board’s past policy of matching regional fare changes and the County’s commitment to equity, exemplified by the belief that bus riders should pay the same fare for the same type of bus service without regard to the agency operating the service. The major proposed fare changes are summarized in **Table 33**.

Table 33: Major Proposed Fare Changes, June 2022

Fare Product	Fare Change
Bus to/from rail transfers	Increase discount from \$0.50 to \$2.00
7-day Regional Bus Pass	Reduce cost from \$15.00 to \$12.00
7-day Regional Senior/Disabled Bus Pass	Reduce cost from \$7.50 to \$6.00

3.6.3. SUMMARY OF ANALYSIS RESULTS

FCDOT staff performed a Title VI Fare Equity analysis based on adoption of WMATA’s proposed \$2.00 transfer discount. The analysis indicated that this proposed fare change will not result in a Disparate

Impact for minority riders or a Disproportionate Burden for low-income households, because it reduces costs for all riders systemwide.

3.6.4. CONCLUSION

Based on these results, FCDOT proposes to change the language of the disparate impact and disproportionate burden policies so that their meaning and application is clearer; but the threshold and their use in practice are not proposed to change.

3.7. Analysis of Transit Service Standards

FTA C 4702.1B requires FCDOT to evaluate its defined standards and policies to ensure service equity between minority and non-minority routes, which are described above. The following are the standards and policies that FCDOT has measured for each of its routes:

■ Standards

- Vehicle load
- Vehicle headway
- On-time performance
- Service accessibility

■ Policies

- Vehicle assignment
- Distribution of transit amenities

FCDOT's computer-aided dispatch and automatic vehicle locator (CAD-AVL) and automatic passenger count (APC) systems are used to monitor the performance of routes against these standards.

3.7.1. VEHICLE LOAD

The vehicle load metric is used to determine if a bus is overcrowded. A vehicle load is the average maximum number of people seated and standing during the peak period in the peak direction. Vehicle passenger load is measured by the ratio of passengers on a vehicle (load) to seated capacity (load/seat ratio). Through FCDOT's automatic passenger counter data, the maximum load for all routes for weekdays, Saturdays, and Sundays is available.

Figure 12 displays the average daily maximum load factors for local routes on weekdays, Saturdays, and Sundays for the period of November 16, 2022, to January 31, 2023. **Figure 13** shows the same information for commuter routes.²³ For local routes, minority routes have higher average daily maximum load factors than non-minority routes. For commuter routes, minority routes have lower average daily maximum load factors than non-minority routes. No non-minority commuter routes operate on weekends.

The average maximum loads for minority and non-minority routes are well below the number of seats available on the bus and therefore are well below FCDOT's policy of a 1.25 maximum load factor for local routes and 1.00 for commuter routes. Overall, only three trips during this period had load factors that surpassed the policy: Route 396 in the weekday AM peak period one trip, Route 401 in the weekday

²³ Vehicle assignment and route performance data were unavailable for Routes 480 and 660.

early period one trip, and RIBS 2 in the weekday AM peak period one trip. Route 396 is a non-minority commuter route, Route 401 is a minority local route, and RIBS 2 is a non-minority local route.

Figure 12: Local Route Average Daily Maximum Load Factors (November 16, 2022, to January 31, 2023)

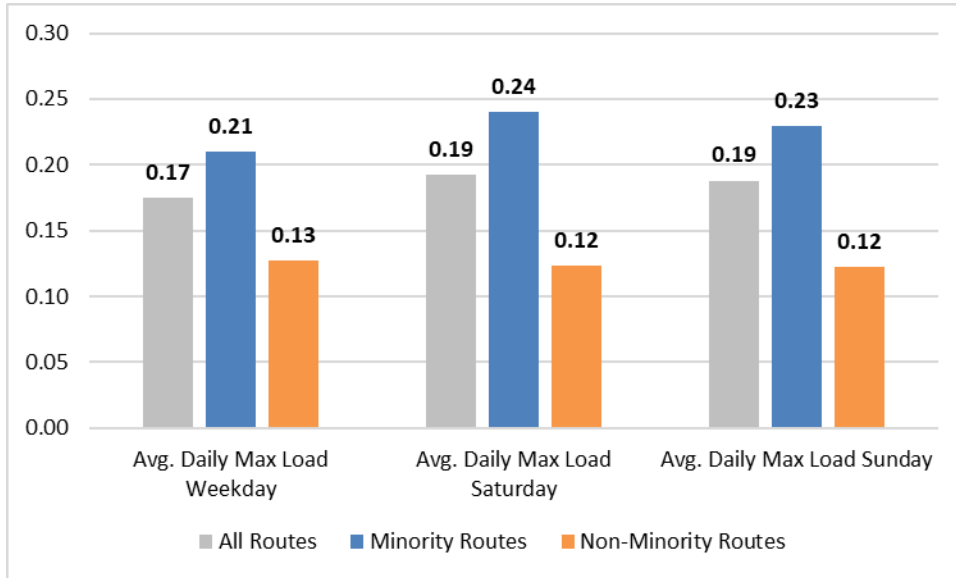
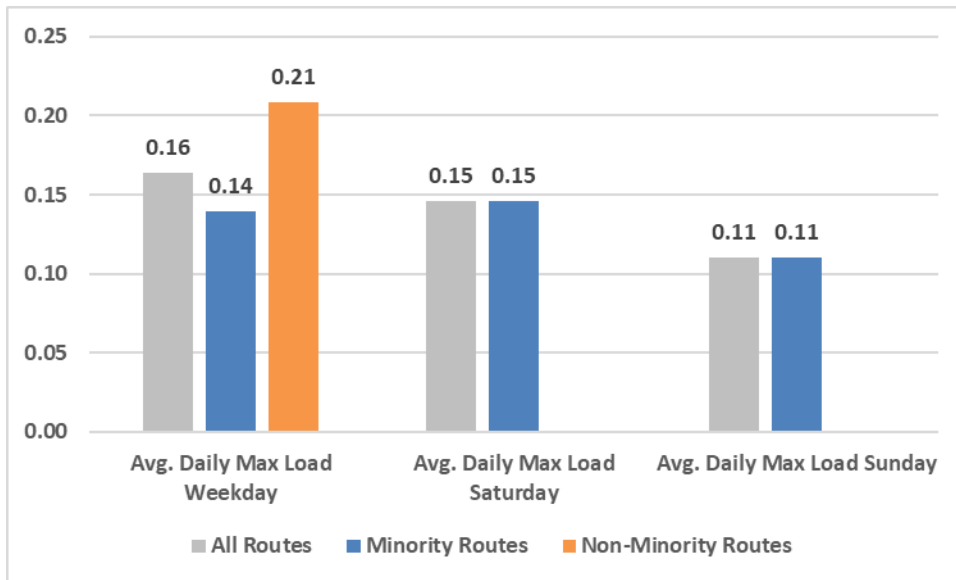


Figure 13: Commuter Route Average Daily Maximum Load Factors (November 16, 2022, to January 31, 2023)



3.7.2. SERVICE HEADWAYS

Headway by time of day for both weekday and weekend service is a measure of the level of service of a bus route. **Figure 14** illustrates the variation in service headways by day of week and time of day for minority and non-minority routes as well as the standards for each time period. Route-level headway information was summarized by time period and averaged across minority and non-minority routes.



FCDOT has different headway standards for peak-only and all-day routes. To monitor this service, FCDOT compared the average headway for minority and non-minority routes in the weekday peak periods to the standard.

The difference in average headways between minority and non-minority routes was minimal across most time periods:

- For all-day routes, minority routes had average headways at least five minutes longer than non-minority routes during six periods: weekday PM peak (3:00 PM - 6:00 PM), weekday late night (11:00 PM or later), Saturdays during the core period (8:00 AM - 5:00 PM) and during the non-core period (all other times), and Sundays during the core period (8:00 AM - 5:00 PM) and during the non-core period (all other times).
- For all-day routes, non-minority routes had average headways at least five minutes longer than minority routes during just one period: weekday early (4:00 AM - 6:00 AM).
- For peak-only routes, minority and non-minority route headways did not differ by five minutes or more.

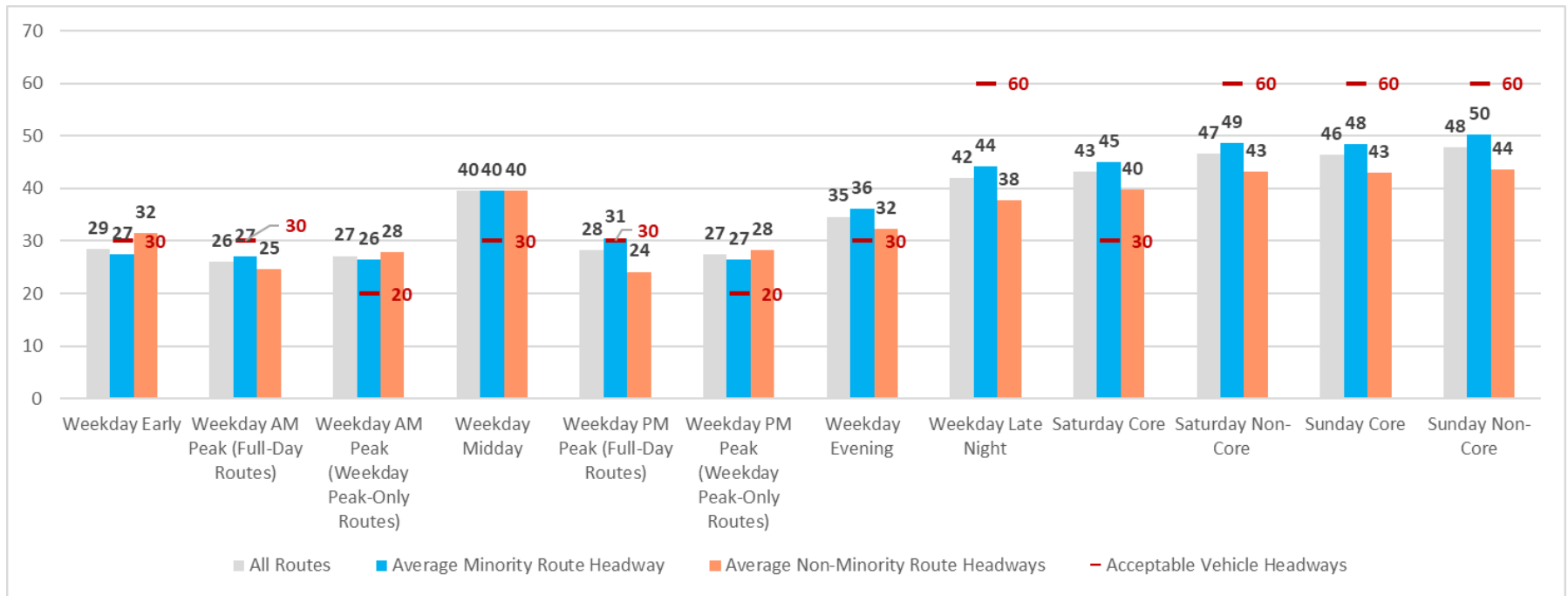
Minority and non-minority routes either met the headway standard together for each time period, or did not meet the standard together for each time period, with the exception of two time periods:

- In the weekday early period, non-minority route headways do not meet the 30-minute standard with 32-minute average headways, while minority routes do meet the standard with 27-minute average headways.
- In the weekday PM peak period for all-day routes, minority routes do not meet the 30-minute standard with 31-minute average headways, while non-minority routes do meet the standard with 24-minute average headways.

These discrepancies are attributable to several factors including route productivity, route availability and service span. Historically, routes with high ridership productivity as demonstrated by peak loads and dwell times, tend to have lower headways (i.e., more frequent service) to spread loads over more trips during high demand periods. Route availability factors into this where development patterns and densities may not support higher levels of transit service. This is also borne out by observed ridership levels/loads. Service span affects when a route is available and is a factor of available operational funding. When operating funds are constrained, longer spans will tend to be allocated to routes with higher demonstrated travel demand, with connections to more activity and employment centers served, especially job centers featuring shift work that requires travel outside the 9 to 5 work cycle.

To address future headway discrepancies, TSD staff will continue utilizing a multi-factor analysis as part of its route optimization studies that takes into account the requirements of Title VI. This analysis identifies high transit propensity populations (e.g., low income, minority, low/no car ownership) that will be served by the proposed transit network. This analysis not only looks at areas to be served, but also at levels of service (headway and span) to these areas. Along with analyzing Title VI impacts as part of these route optimization study efforts, Title VI is also considered as part of the analysis of individual service changes. With these efforts, TSD and the County are committed to ensuring equity in service availability, headway, and span.

Figure 14: Average Service Headway (Minutes)



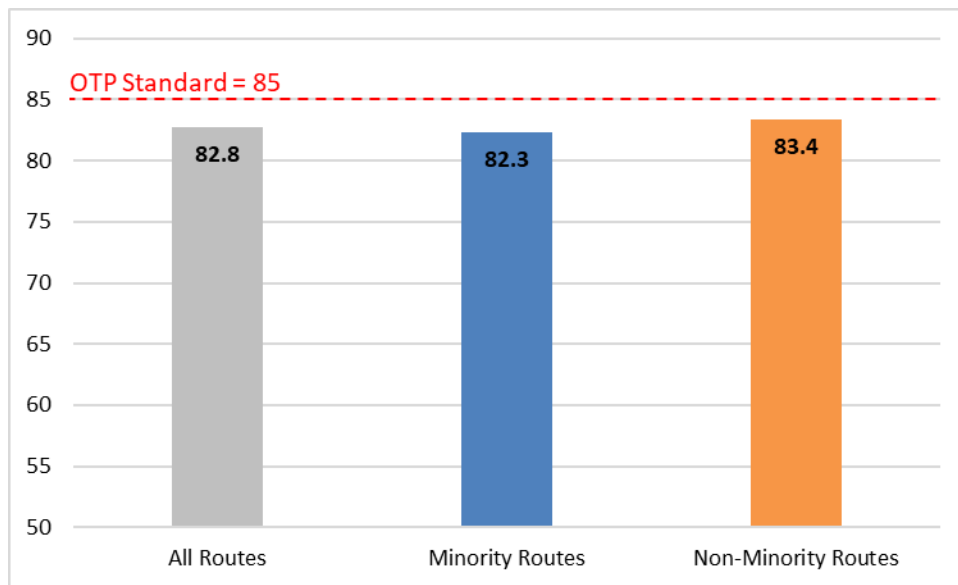
3.7.3. ON-TIME PERFORMANCE

Average weekday, Saturday, and Sunday on-time performance was analyzed for all routes in the Fairfax Connector system from November 16, 2022, to January 31, 2023, using CAD-AVL data.²⁴

- On weekdays during this period, buses across the entire system arrived on-time 82.8 percent of the time, with minority routes having an average on-time performance of 82.3 percent and non-minority routes having a slightly higher average on-time performance of 83.4 percent (**Figure 15**).
- On Saturdays during this period, buses across the entire system arrived on-time 79.9 percent of the time, with minority routes having an average on-time performance of 78.6 percent and non-minority routes having a slightly higher average on-time performance of 82.2 percent (**Figure 16**).
- On Sundays during this period, buses across the entire system arrived on-time 81.5 percent of the time, with minority routes having an average on-time performance of 80.2 percent and non-minority routes having a slightly higher average on-time performance of 83.7 percent (**Figure 17**).

All of these figures fall short of FCDOT’s 85.0 percent on-time performance goal. There is a small difference between minority and non-minority route on-time performance, which is more pronounced on the weekends. On weekdays, the difference between minority and non-minority routes has narrowed since the last Title VI Program update (2020) from a gap of 3.3 percent to 1.1 percent; specifically, the OTP for minority routes has improved from 79.9 percent to 82.3 percent. These improvements are likely due to differences made by the route optimization efforts. OTP for weekends was not reported in the last Title VI Program update.

Figure 15: Average Weekday On-Time Performance (November 16, 2022, to January 31, 2023)



²⁴ On-time performance data was unavailable for Route 480 or Route 660.

Figure 16: Average Saturday On-Time Performance (November 16, 2022, to January 31, 2023)

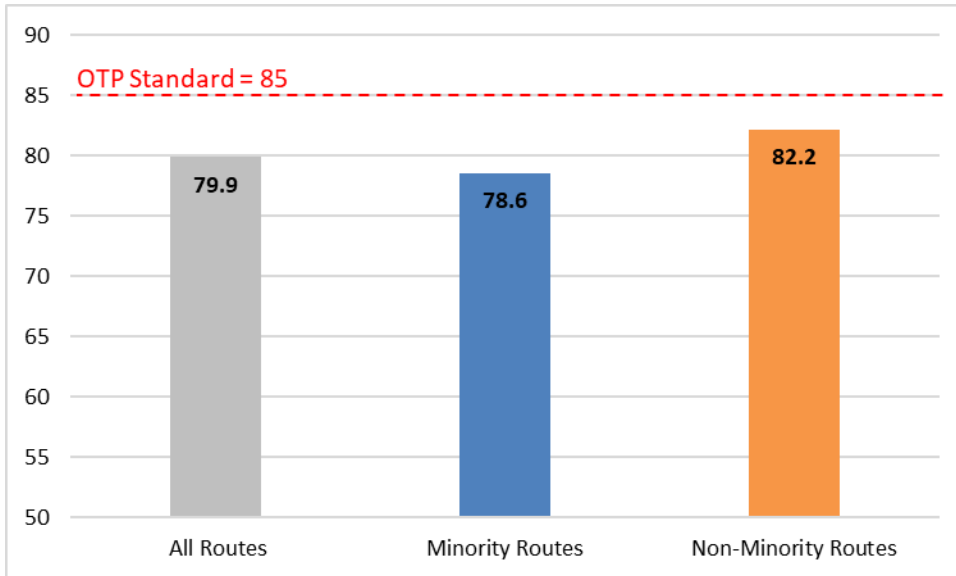
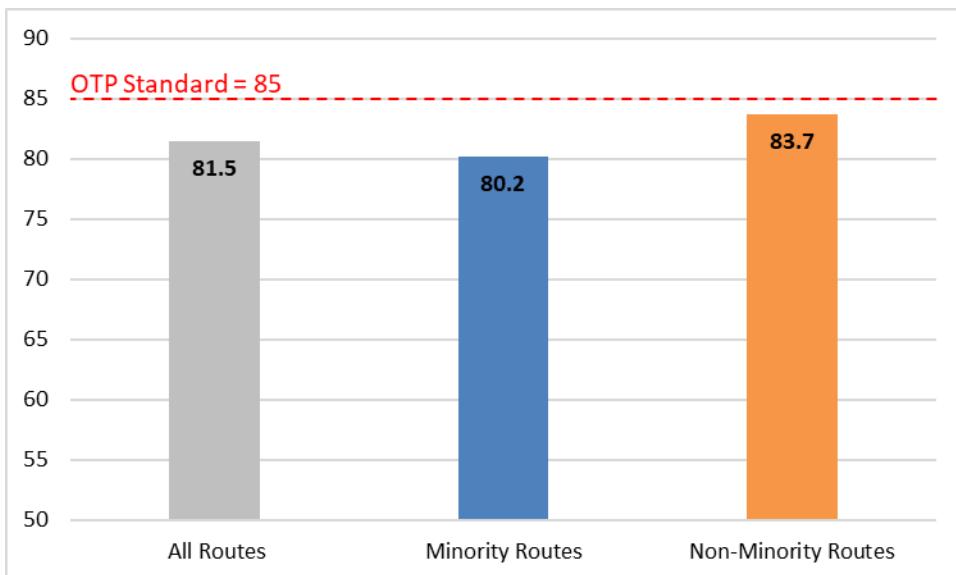


Figure 17: Average Sunday On-Time Performance (November 16, 2022, to January 31, 2023)



3.7.4. SERVICE AVAILABILITY

Service availability measures the percentage of the population within the County that is served by Fairfax Connector. As shown in **Table 34**, 59 percent of the minority population in the County lives within walking distance (one quarter of a mile) of a local Connector bus route’s alignment or walking distance (one quarter of a mile) of an express or commuter Connector bus route’s stops.²⁵ Fifty percent of the County’s non-minority population lives within walking distance of transit. Overall, the percentage of the minority population within walking distance to transit is higher than the percentage of the non-minority population.

²⁵ Source: American Community Survey (ACS) Estimates 2017-2021, 5-year estimates.

Fifty-five percent of all Fairfax County residents live within a quarter mile of a Fairfax Connector route. This exceeds FCDOT’s service availability standard of providing access to 50 percent of the County’s population to the Fairfax Connector system, as measured as population within a quarter mile of a local Connector bus route’s alignment or within one quarter of a mile of an express or commuter Connector bus route’s stops. In addition to Fairfax Connector services, WMATA’s Metrobus and Metrorail also serve the denser portions of the County. However, neither Metrobus nor Metrorail services are subject to the County’s Title VI analysis.

Table 34: Service Availability Monitoring for Fairfax Connector Routes

Minority			Non-Minority			Total Population		
Minority Population Served	Minority Population in County	% Minority Population Served	Non-Minority Population Served	Non-Minority Population in County	% Non-Minority Population Served	Total Population Served	Total County Population	% Total Population Served
341,238	574,679	59%	286,078	574,760	50%	627,316	1,149,439	55%

3.8. Analysis of Transit Service Policies

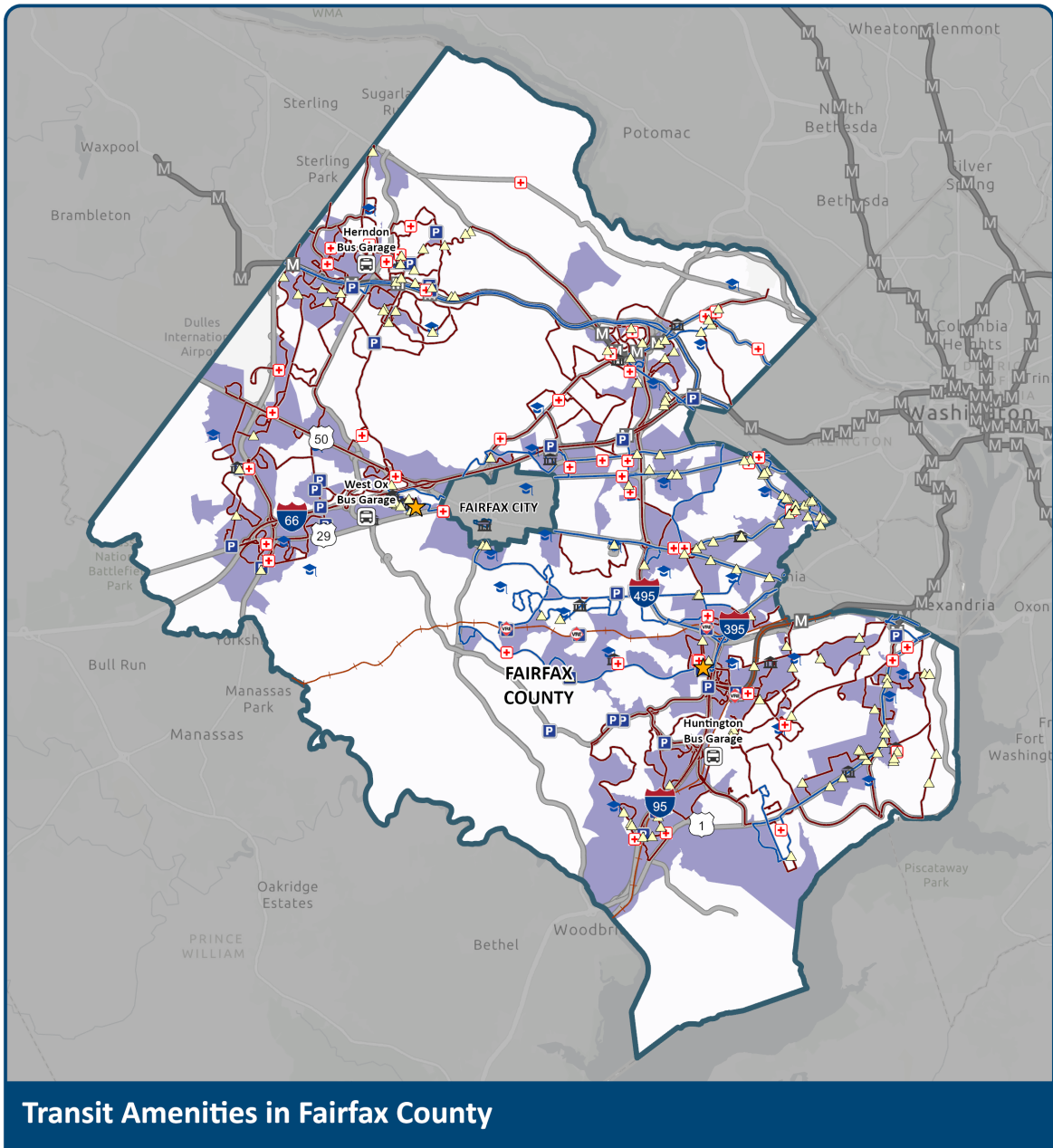
3.8.1. TRANSIT AMENITIES

FCDOT tracks the locations of transit amenities, including shelters, benches, and trash receptacles, by stop throughout the service area. An in-depth monitoring analysis was conducted on the distribution of shelters, benches, and trash receptacles between minority and non-minority bus stops.

Shelter and Bench Analysis

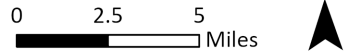
The *Fairfax County Bus Stop Guidelines*, which were first adopted in 2004 and updated in 2017, delineates the policy for installing bus shelters and benches at bus stops. Within Fairfax County, three potential ways exist for a shelter to be installed: 1) directly through the County-funded shelter program, 2) by an advertising vendor that provides shelters, and 3) through developer proffers associated with development approvals. Among the shelters provided by the shelter advertising vendor, FCDOT has discretion to place 10 percent of the shelters procured through this contract. The remaining 90 percent of these shelters are located by the advertising vendor, on the basis of high ad-revenue locations. The advertising vendor is responsible for the maintenance and upkeep of all shelters that they install. County-owned shelters are maintained by the Stormwater Maintenance department as their funding allows. **Figure 18** shows the system-wide distribution of transit amenities.

Figure 18: Transit Amenities in Fairfax County



Minority Population (%)
 County Average 50.7%
 Below Average (0% - 50.7%)
 Above Average (50.7% - 100%)

- Metrorail Stations
- VRE Stations
- Bus Garages
- Bus Shelters
- Park and Rides
- Hospitals/Urgent Care
- Government Centers
- High Schools/Colleges
- Future Multimodal Facilities
- Metrorail
- Fairfax Connector Service
- Metrobus Service
- Virginia Railway Express (VRE)
- Fairfax County Border
- Interstate, State Route, U.S. Route



It is Fairfax Connector’s practice that a bus shelter may be installed at a Fairfax Connector or Metrobus stop or station with an average of 50 or more boardings per day, and a bench may be installed at a stop or station with an average of 25 or more boardings per day. Fairfax County has 169 stops with shelters, 156 stops with benches, and 93 stops with trash containers served by either Fairfax Connector or WMATA Metrobus (Table 35). The results are broken down by minority and non-minority designation by stop. For the purposes of this analysis, a bus stop or station received a "minority" designation if it is located in a block group where the minority population is at or exceeds the proportion of minorities (50.7%) that comprise the total population of Fairfax County.

Table 35: Shelters and Benches at Fairfax County Bus Stops Served by Either Fairfax Connector or Metrobus

	Minority Stops/Stations with Amenity (%)	Non-Minority Stops/Stations with Amenity (%)	Total Stops/Stations with Amenity
Shelters	103 (61%)	66 (39%)	169
Benches (not part of a shelter)	96 (62%)	60 (38%)	156
Trash Containers	61 (66%)	32 (34%)	93

Table 36 displays the number of shelters at Fairfax Connector and Metrobus stops which were deemed eligible for receiving a shelter, based on the criteria of the stop or station having 50 or more boardings per day. Based on ridership data, 202 stops and stations were deemed eligible for shelters, which is more than the 188 stops and stations that were eligible in 2020. Of the 202 transit stops and stations across Fairfax County that were eligible for a shelter, the distribution of shelters was approximately even across minority and non-minority stops and stations, with 25 percent of eligible minority stops receiving a shelter and 23 percent of eligible non-minority stops receiving a shelter. Overall, 25 percent of eligible stops/stations have shelters.

Table 36: Shelter Availability among Fairfax Connector and Metrobus Stops and Stations which are Eligible for a Shelter (50+ Daily Boardings)

	Minority Stops/Stations Eligible for Shelter	Non-Minority Stops/Stations Eligible for Shelter	Total Stops/Stations Eligible for Shelter
Total	146	56	202
No Shelter	109	43	152
Shelter	37	13	50
Percent of stops with a shelter	25%	23%	25%

Table 37 displays the number of benches at Fairfax Connector and Metrobus stops were deemed eligible for receiving a bench, based on the criteria of the stop or station having between 25 and 49 boardings per day (stops with 50 or more boardings are eligible for a shelter, which includes a bench, and which are accounted for in the shelter analysis above). Of the 157 transit stops and stations across Fairfax County that were eligible for a bench, a larger proportion of eligible minority stops and stations have benches (15 percent) compared to eligible non-minority stops and stations (ten percent). Overall, 13 percent of eligible stops/stations have benches.



Table 37: Bench Availability among Fairfax Connector and Metrobus Stops and Stations that are Eligible for a Bench (25-49 Average Daily Boardings)

	Minority Stops/Stations Eligible for Bench	Non-Minority Stops/Stations Eligible for Bench	Total Stops/Stations Eligible for Bench
Total	96	61	157
<i>No Bench</i>	82	55	137
<i>Bench</i>	14	6	20
Percent of stops with a bench	15%	10%	13%

Other bus stops with shelters or benches not included in the above tables are not deemed eligible as described above. The County regards these as legacy amenities. These amenities were typically constructed prior to the adoption of the bus stop guidelines. It is also possible that ridership patterns can change over time, changing eligibility. As these legacy amenities reach the end of their useful lives, Fairfax Connector staff will re-evaluate whether to replace them, according to the adopted criteria. Currently, Fairfax County has 136 benches that are deemed ineligible and 119 shelters that are deemed ineligible for these amenities. The distribution of legacy amenities throughout the County is roughly even between minority and non-minority stops, with four percent of ineligible minority stops receiving a bench or shelter and two percent of ineligible non-minority stops receiving a bench or shelter (**Table 38**).

Table 38: Bench and Shelter Availability among Fairfax Connector and Metrobus Stops and Stations that are Ineligible for a Bench or Shelter (0-25 Average Daily Boardings)

	Ineligible Minority Stops/Stations with Amenities	Ineligible Non-Minority Stops/Stations with Amenities	Total Ineligible Stops/Stations with Amenities
Bench	82	54	136
<i>Percent of Total</i>	4%	2%	3%
Shelter	66	53	119
<i>Percent of Total</i>	4%	2%	3%

Many more stops and stations that are ineligible for amenities have these amenities, compared to the stops and stations which are actually eligible. In most cases, these amenities have been allocated to stops/stations below the ridership threshold. FCDOT will examine its amenity distribution at non-eligible stops to look for ways to allocate more amenities to eligible stops.

Trash Receptacle Analysis

Table 39 displays the trash receptacle inventory at Fairfax Connector and Metrobus stops in Fairfax County. Of the 93 transit stops and stations which have trash receptacles, the distribution of trash containers is roughly even between minority and non-minority stops, with three percent of minority stops receiving a trash receptacle and one percent of non-minority stops receiving a trash receptacle. Overall, two percent of stops/stations have trash receptacles.

Table 39: Trash Receptacle Availability among Fairfax Connector and Metrobus Stops and Stations

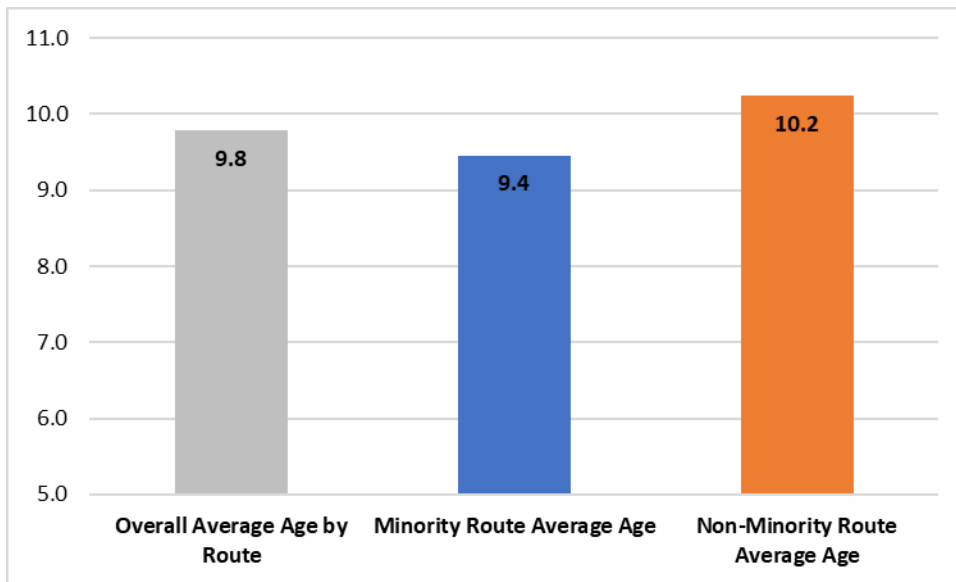
	Minority Stops/Stations	Non-Minority Stops/Stations	Total Stops/Stations
Total	1,979	2,451	4,430
<i>No Trash Receptacle</i>	1,918	2,419	4,337
<i>Trash Receptacle</i>	61	32	93
Percent of Total	3%	1%	2%

3.8.2. VEHICLE ASSIGNMENT

FCDOT generally assigns Fairfax Connector vehicles to routes from three operating divisions as follows: North County service area (Reston-Herndon Division), Central service area (West Ox Division), and South County service area (Huntington Division). Specific bus types and sizes from each operating division are assigned to routes based on the capacity needed for each route and road or service area geometry. For example, Fairfax Connector only uses 35-foot or smaller buses on RIBS routes in Reston. However, most routes will have several different makes, sizes, and ages of buses operating the route at any given time. This flexibility is needed due to the fact that different buses may be available on a daily basis based on maintenance schedules.

Since the introduction of FCDOT’s CAD-AVL system, records are maintained on which specific buses are used on which routes for every run. An analysis of all vehicles used on all routes from November 16, 2022, to January 31, 2023, was conducted to evaluate average vehicle age (**Figure 19**). The average age of all Fairfax Connector vehicles used by route during this time period was 9.8 years. Vehicles used on minority routes were slightly younger, averaging 9.4 years, while vehicles used on non-minority routes were slightly older, averaging 10.2 years.

Figure 19: Average Vehicle Age by Route Used on Trips Between November 16, 2022, to January 31, 2023



4. APPENDICES

Appendix A: Fairfax County Title VI Accomplishments Questionnaire

Fairfax County Title VI Accomplishments Questionnaire

Prepared by:

Fairfax County Department of Transportation

Coordination and Funding Division

Fairfax County's Title VI (Civil Rights) Program will be adopted by the Board of Supervisors and submitted to the Federal Transit Administration in August 2023. As part of the County's Title VI Program, the Fairfax County Department of Transportation (FCDOT) has committed to update its Language Access Plan (LAP), as well as monitor related activities that may have occurred. To create this update, Coordination and Funding Division staff collects data from FCDOT through the questionnaire below.

Each division is asked to identify **accomplishments, issues, and any corrective actions** that have occurred during the past year. If a question does not apply to your section or work, *there is no need to respond*.

Please return completed questionnaires to **Brent Riddle** (Michael.Riddle@fairfaxcounty.gov) in Coordination and Funding by **April 21, 2023**.

Accomplishments

Public Outreach/Communications

1. Public hearings and meetings:
 - a. How many public hearings or meetings were held in 2022? Please list the dates and times, locations, and purpose of the meetings (or attach documentation).
 - b. Describe efforts to ensure broad citizen participation in the hearings and meetings, particularly by minorities and women. Describe how effective these efforts were and how minorities and women participated in the public hearings and meetings.
 - c. Describe special language services provided. Note the professional language service provided including the name of the service, date provided, and the number of persons served, and any other relevant information during public hearing or meetings held.
 - d. Were Fairfax County Title VI policy statements available for use in these public meetings and hearings?
2. Please list any promotional materials created in 2022, including news releases, advertising, brochures, flyers on buses, etc.
3. What have proven to be the most effective ways to connect with current system users and to reach specific Title VI segments of the community within Fairfax County and the general public at large?



4. Describe coordination activities with other organizations such as social service agencies and schools to further the County's Title VI program.

Planning

1. Describe any research, studies, or surveys conducted during the past year that collected data on minority persons, low-income neighborhoods, income levels, physical environments, and travel habits for the purposes of Title VI compliance. Please attach or include links.
2. Describe any strategies or actions taken to promote Title VI compliance with regard to planning activities, including monitoring and review processes, and their outcomes and status.

Problem Areas/Issues

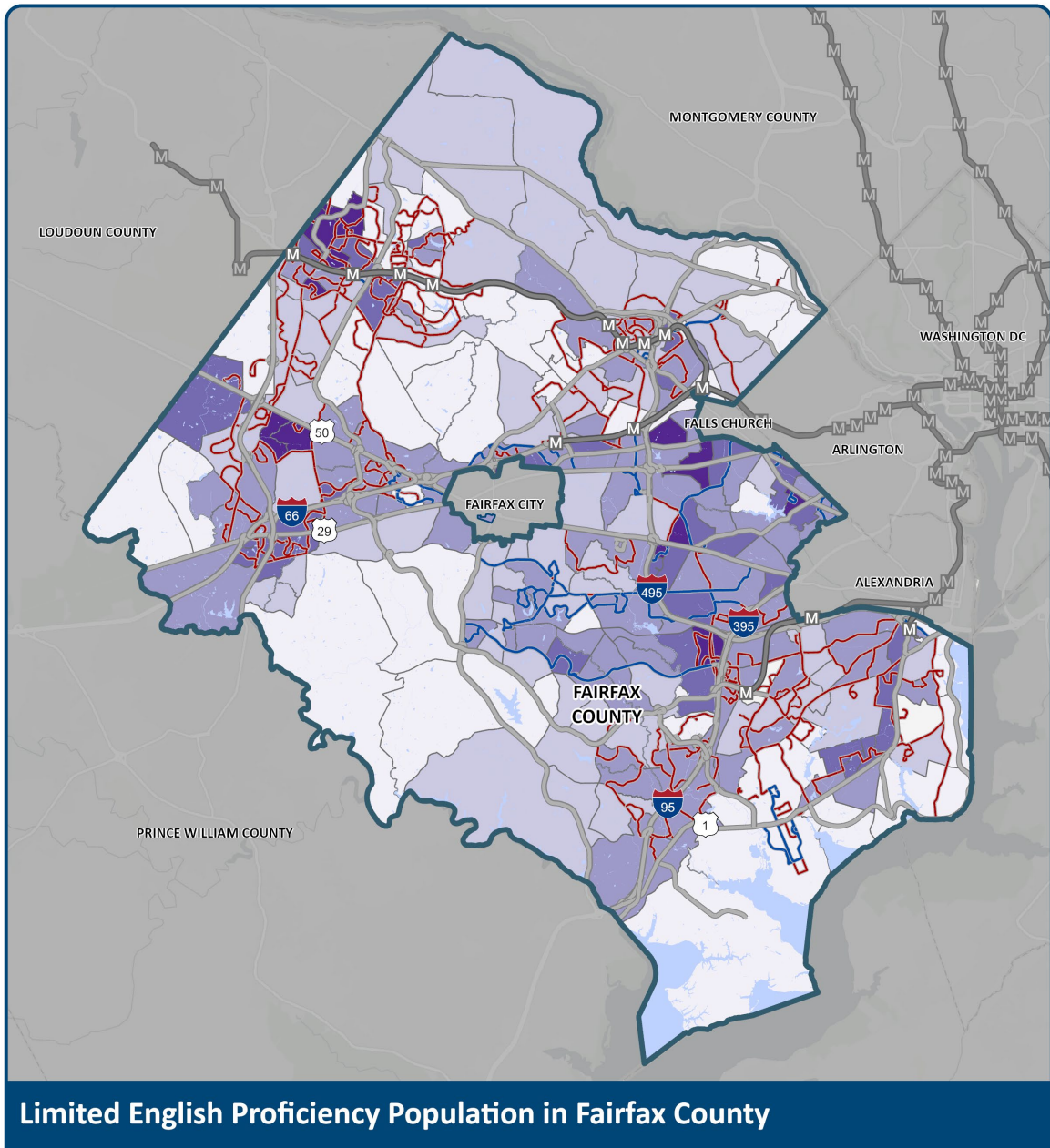
1. Over the past 12 months, describe any significant Title VI issues that have arisen, actions taken, and issues that still need to be addressed.
2. Provide a summary of any Title VI concerns and/or issues, if any, raised by representatives of minority communities during the past year.
3. How were you notified of those concerns/issues?
4. Were there any Title VI concerns or issues raised at public hearings?
5. Were any Title VI concerns or issues raised in relation to relocation assistance and/or payments?

Corrective Actions

1. Were any corrective actions initiated in the past year as a result of Title VI issues? If yes, please explain.
2. Describe actions taken by the division to facilitate and/or address any Title VI concerns (or potential concerns).

Appendix B: Maps of LEP Populations in Fairfax County by Language²⁶

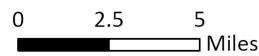
Figure 20: Percent of Total Population in Fairfax County that speak English “Less than Very Well”



Percent of Total Population

- 0% - 5%
- 5% - 10%
- 10% - 20%
- 20% - 30%
- 30% - 50%

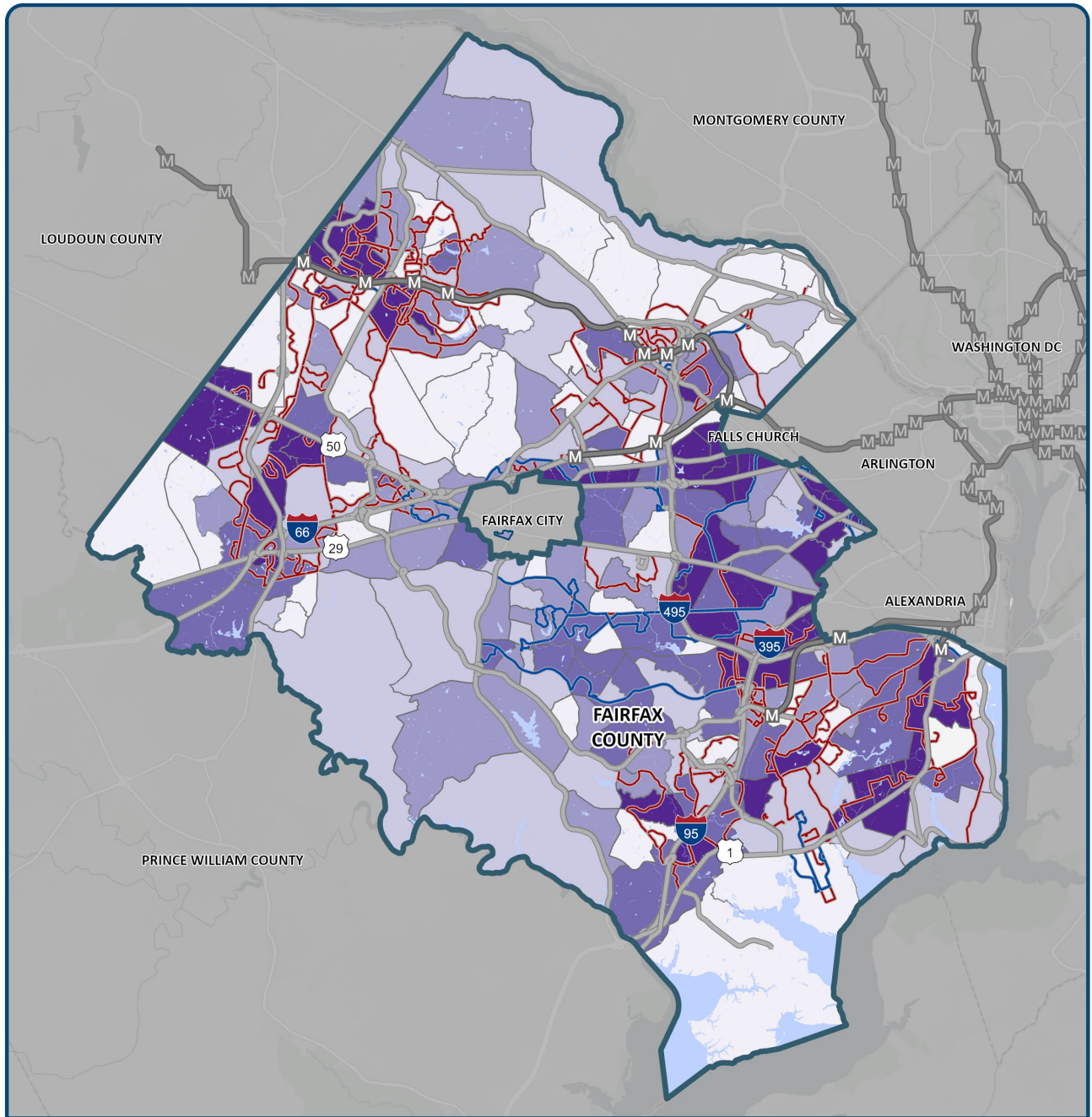
- Fairfax County Border
- Metrorail Stations
- Metrorail
- Interstate, State Route, U.S. Route
- Fairfax Connector Routes
- Metrobus Routes



²⁶ U.S. Census Bureau, American Community Survey, 2017-2021, five-year estimates, Table C16001: Language Spoken at Home by Ability to Speak English for the Population 5 years and over. Table C160001 was used to provide the most recent data at the census tract level.



Figure 21: Spanish Speakers in Fairfax County that Speak English “Less than Very Well”



Limited English Proficiency Population - Spanish

Number of People
by Census Tract

- 0 - 14
- 15 - 53
- 54 - 133
- 134 - 352
- 353 - 2,611

- Fairfax County Border
- Metrorail Stations
- Metrorail
- Interstate, State Route, U.S. Route
- Fairfax Connector Routes
- Metrobus Routes

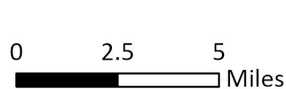
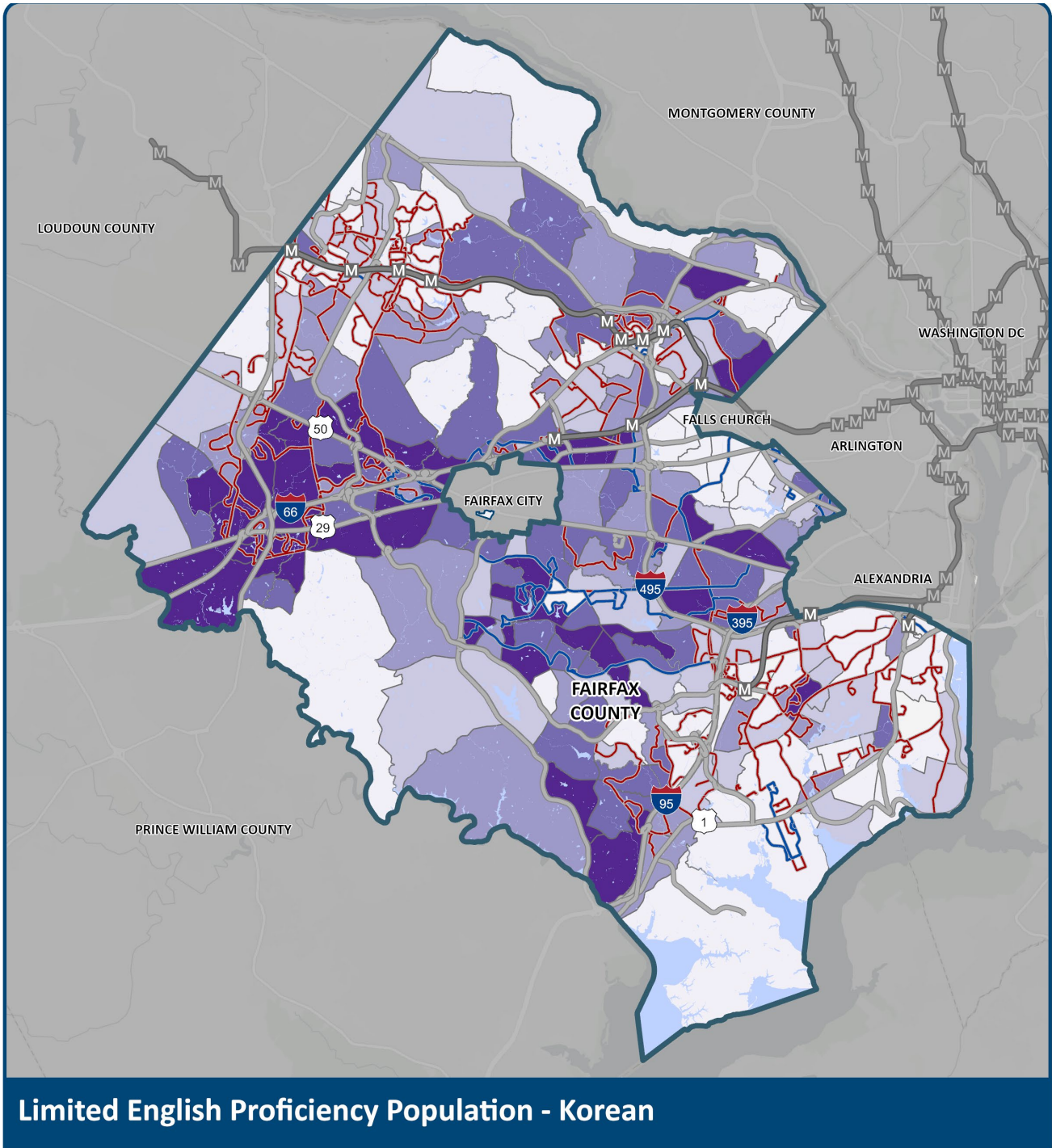


Figure 22: Korean Speakers in Fairfax County that Speak English “Less than Very Well”



Number of People
by Census Tract

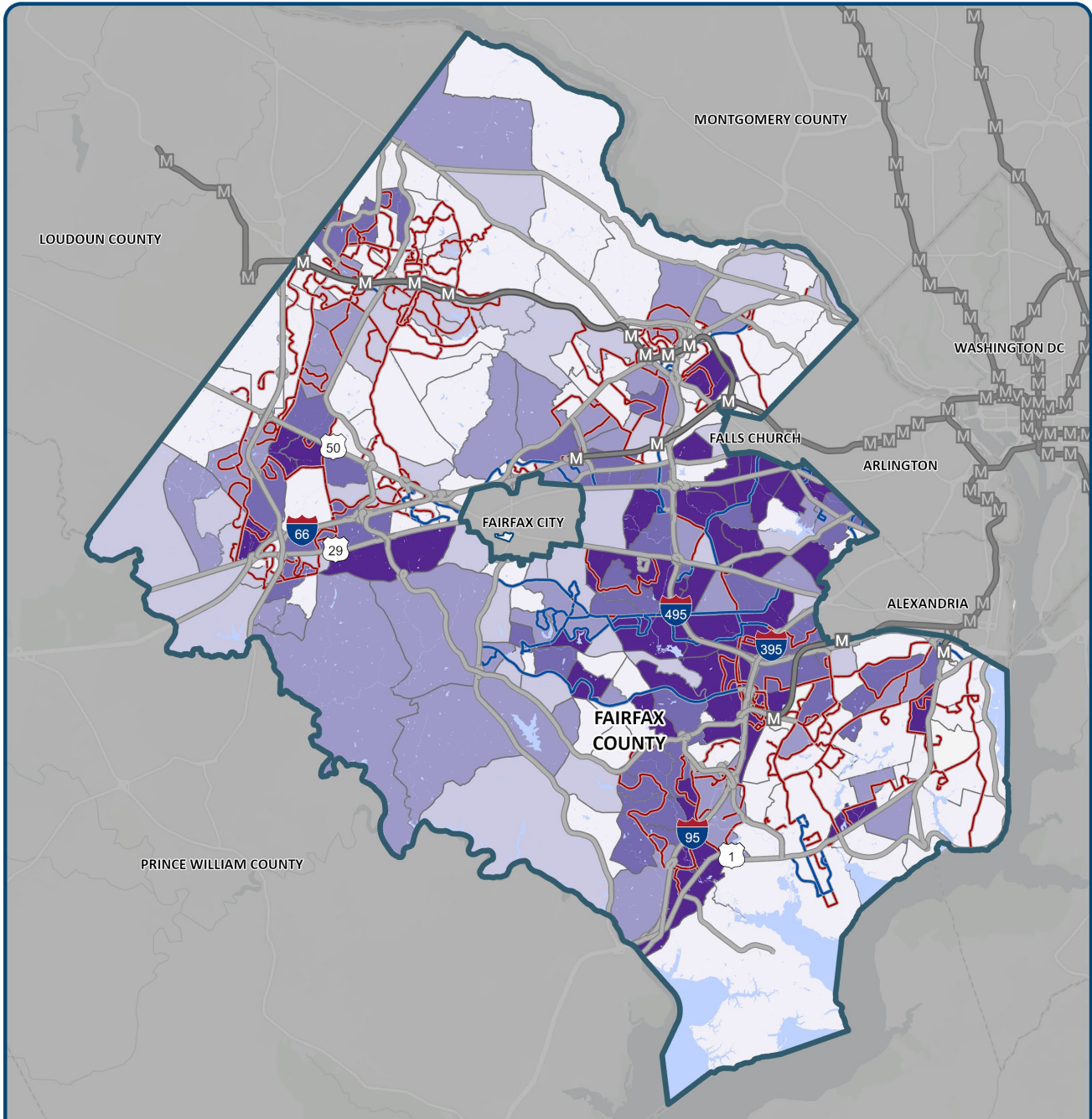
- 0
- 1 - 23
- 24 - 48
- 49 - 121
- 122 - 1,216

- Fairfax County Border
- M Metrorail Stations
- Metrorail
- Interstate, State Route, U.S. Route
- Fairfax Connector Routes
- Metrobus Routes

0 2.5 5
Miles



Figure 23: Vietnamese Speakers in Fairfax County that Speak English “Less than Very Well”



Limited English Proficiency Population - Vietnamese

Number of People
by Census Tract

- 0
- 1 - 21
- 22 - 45
- 46 - 103
- 104 - 537

- Fairfax County Border
- M Metrorail Stations
- Metrorail
- Interstate, State Route, U.S. Route
- Fairfax Connector Routes
- Metrobus Routes

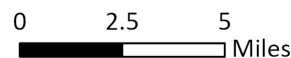
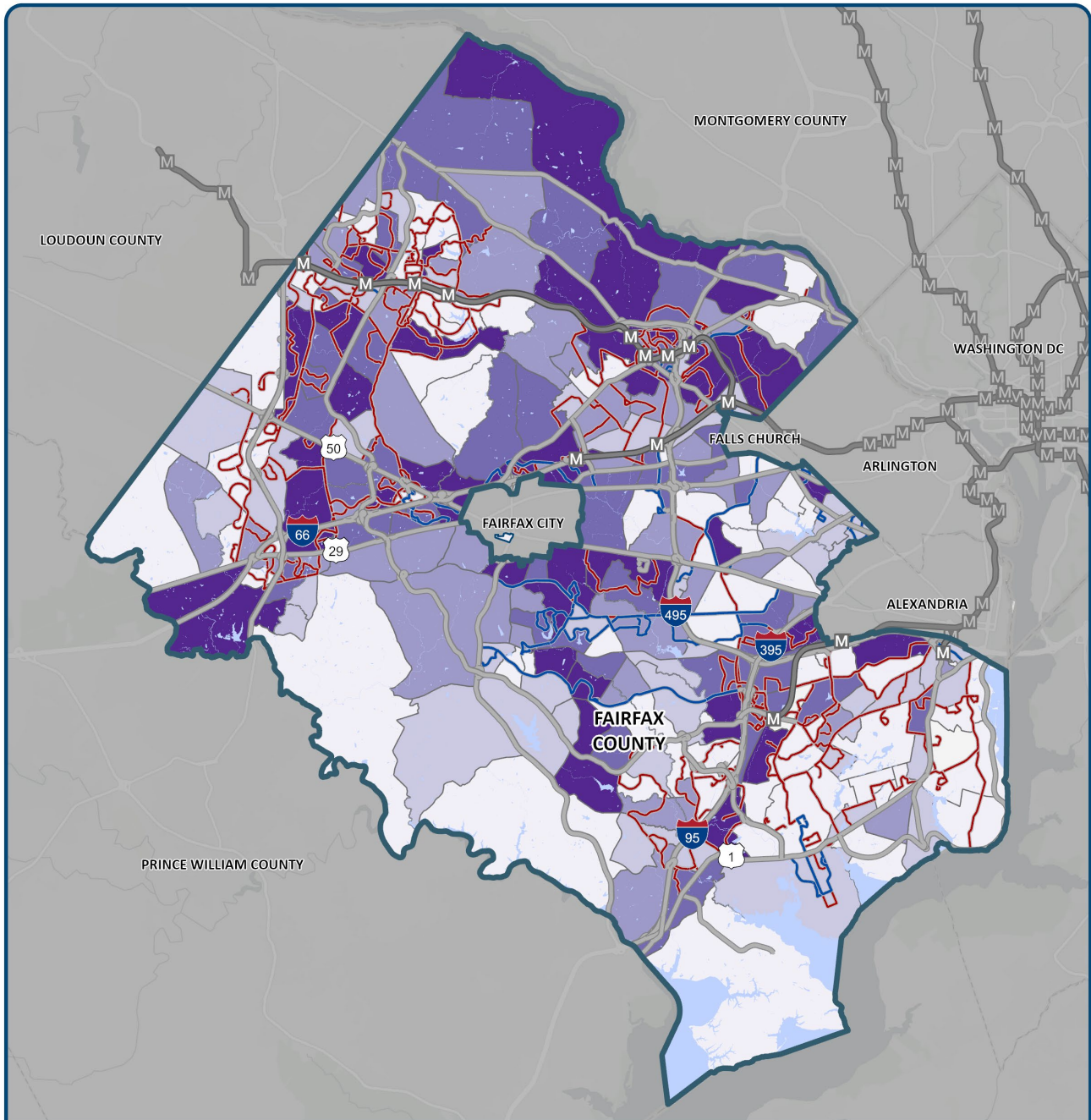


Figure 24: Chinese Speakers in Fairfax County that Speak English “Less than Very Well”



Limited English Proficiency Population - Chinese

Number of People
by Census Tract

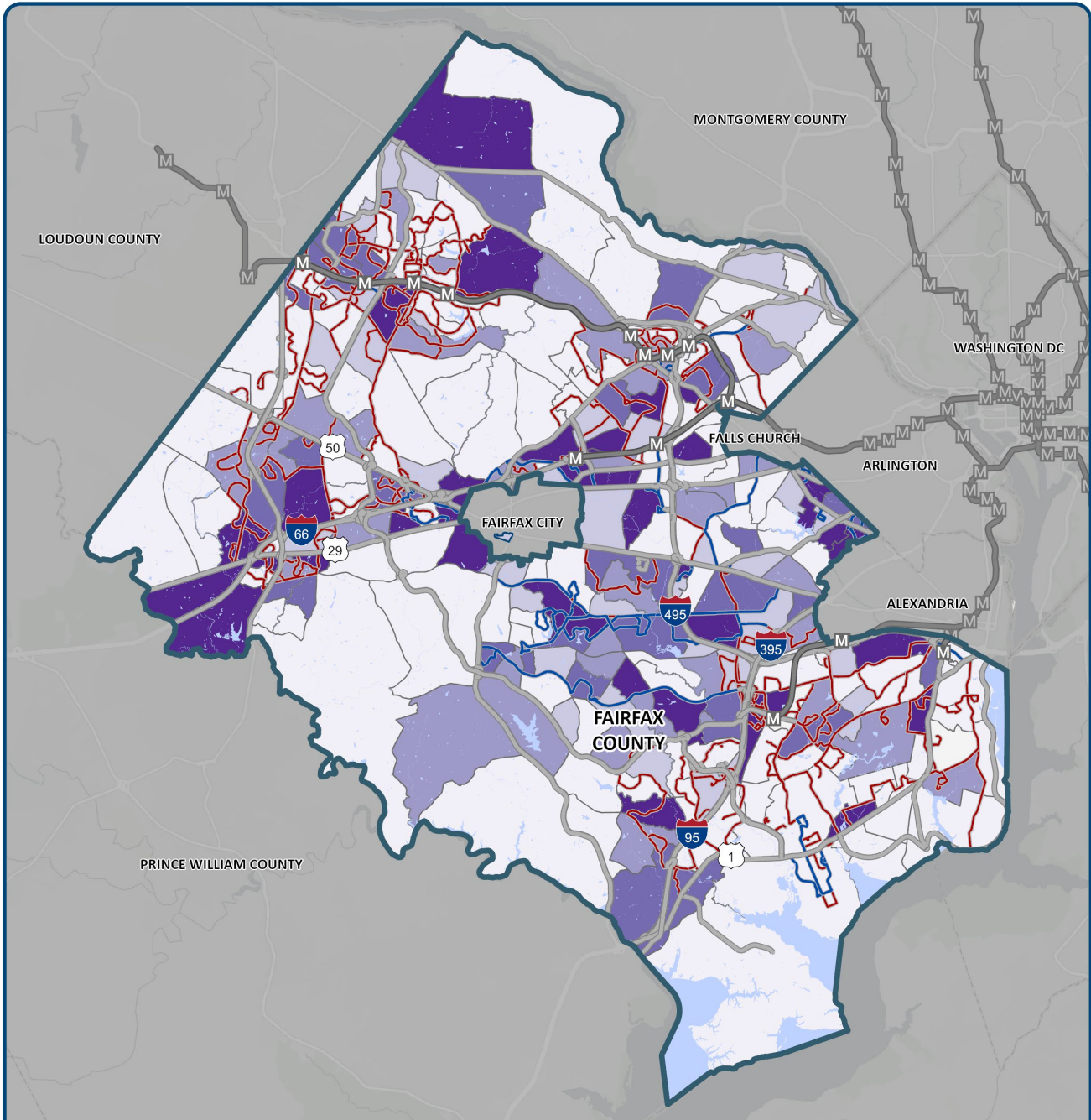
- 0
- 1 - 17
- 18 - 41
- 42 - 87
- 88 - 286

- Fairfax County Border
- Metrorail Stations
- Metrorail
- Interstate, State Route, U.S. Route
- Fairfax Connector Routes
- Metrobus Routes

0 2.5 5 Miles



Figure 25: Arabic Speakers in Fairfax County that Speak English “Less than Very Well”



Limited English Proficiency Population - Arabic

Number of People
by Census Tract

- 0
- 1 - 13
- 14 - 27
- 28 - 53
- 54 - 381

- Fairfax County Border
- M Metrorail Stations
- Metrorail
- Interstate, State Route, U.S. Route
- Fairfax Connector Routes
- Metrobus Routes

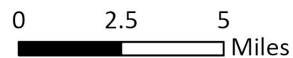
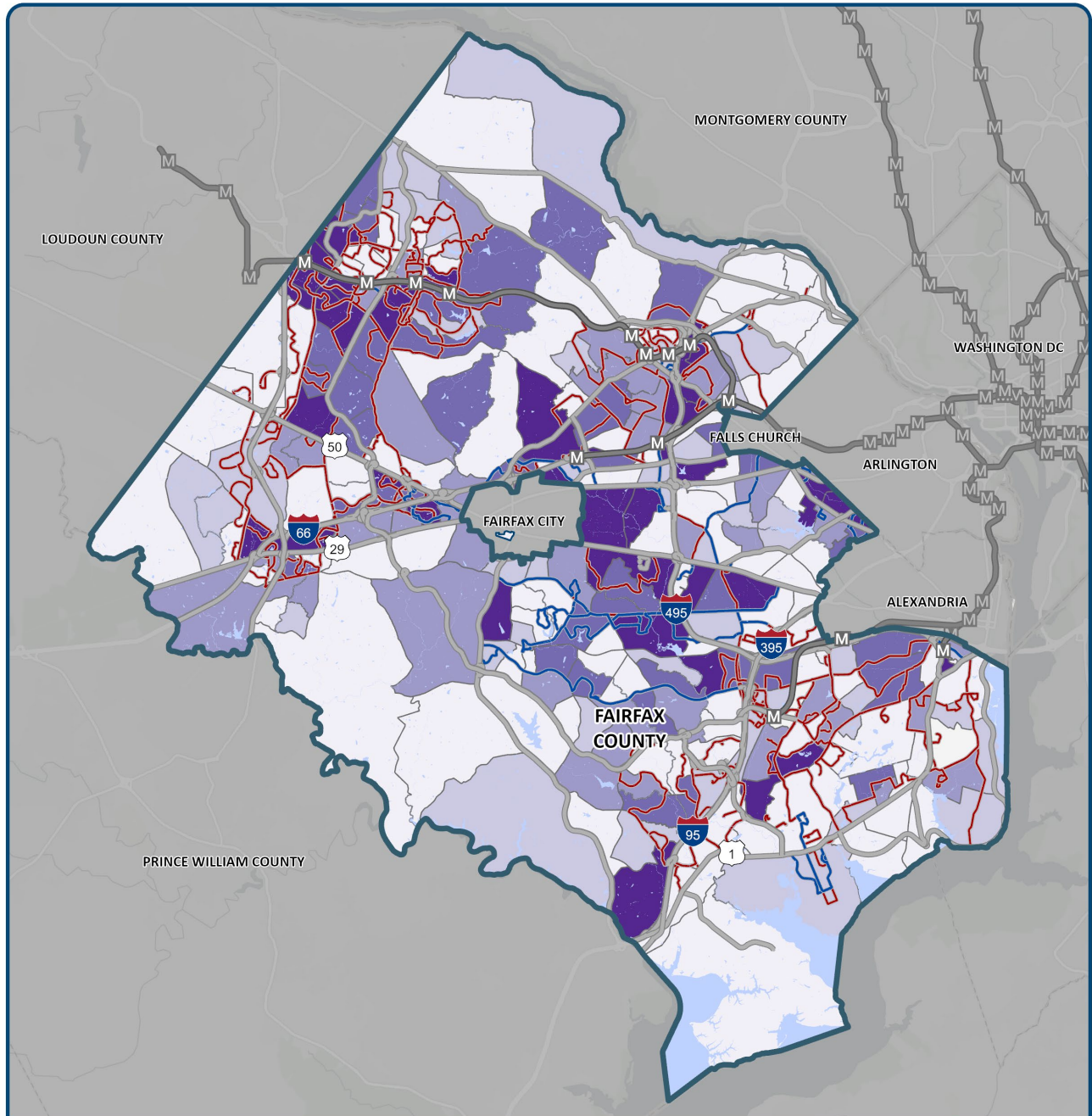


Figure 26: People who Speak "Other Asian Languages" in Fairfax County that Speak English "Less than Very Well"



Limited English Proficiency Population - Other Asian Languages

Number of People
by Census Tract

- 0
- 1 - 14
- 15 - 31
- 32 - 60
- 61 - 469

- Fairfax County Border
- M Metrorail Stations
- Metrorail
- Interstate, State Route, U.S. Route
- Fairfax Connector Routes
- Metrobus Routes

Languages include Hmong, Khmer, Thai, Lao, other Tai-Kadai languages, Burmese, Karen, Turkish, and Uzbek.

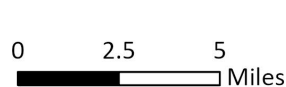
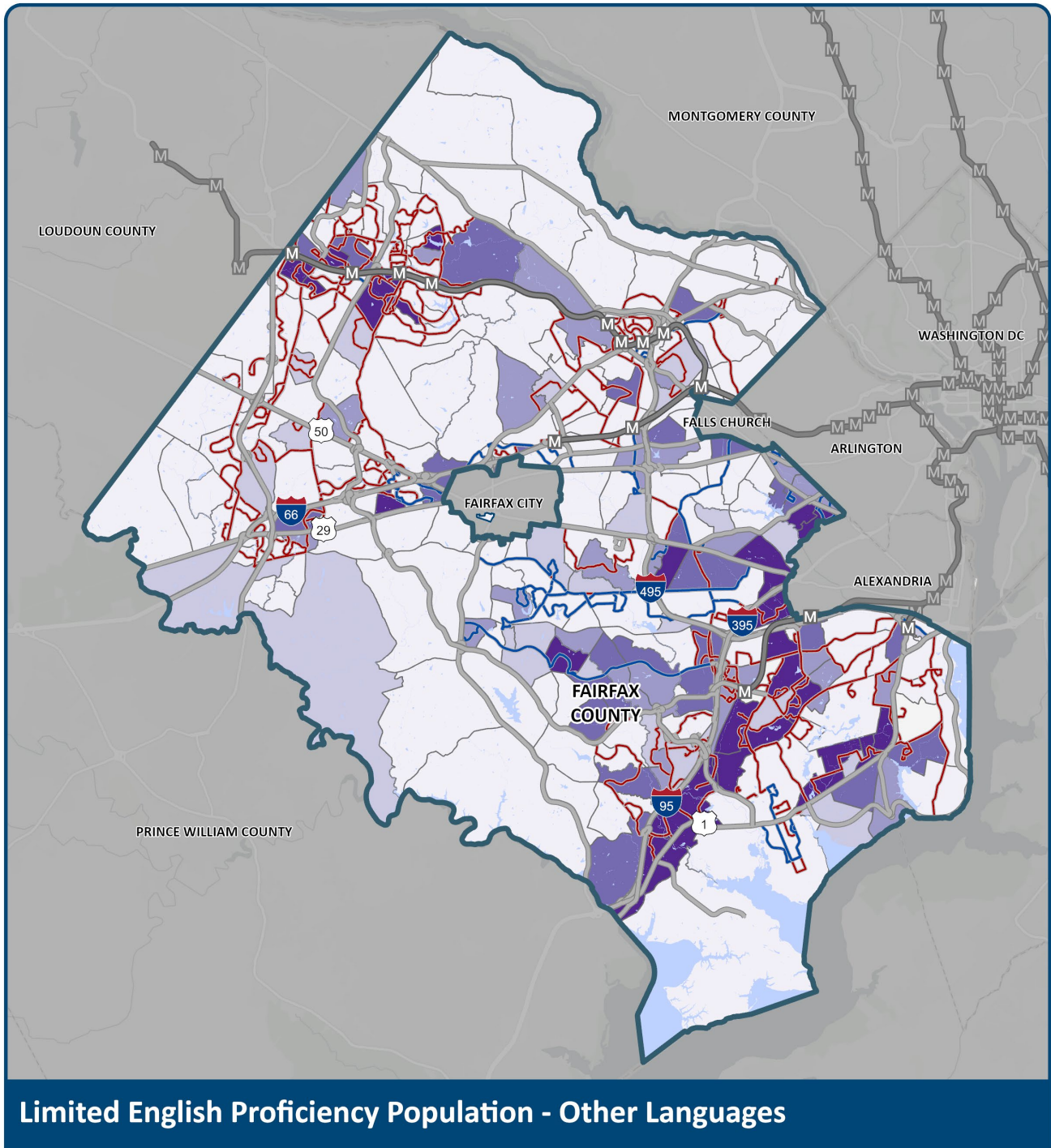


Figure 27: People who Speak "Other Languages" in Fairfax County that Speak English "Less than Very Well"



Limited English Proficiency Population - Other Languages

Number of People
by Census Tract

- 0
- 1 - 17
- 18 - 37
- 38 - 114
- 115 - 473

- Fairfax County Border
- M Metrorail Stations
- Metrorail
- Interstate, State Route, U.S. Route
- Fairfax Connector Routes
- Metrobus Routes

Languages include Navajo, other Native languages of North America, Hebrew, other languages of different regions in Africa, English Creoles, and Hungarian.

0 2.5 5 Miles



Appendix C: Presentation of Major Service Change, Disparate Impact, and Disproportionate Burden Proposed Policies



County of Fairfax, Virginia

Major Service Change and Disparate Impact/ Disproportionate Burden Policies

Fairfax County Department of
Transportation 2023 Title VI
Program Update

APRIL 2023



County of Fairfax, Virginia

Outline

- Purpose of Outreach Effort
- Overview of Title VI and Key Definitions
- What is a Major Service Change (MSC) Policy?
- FCDOT's MSC Policy
- What is a Disparate Impact/Disproportionate Burden (DI/DB) Policy?
- FCDOT's DI/DB Policy
- Conclusion

APRIL 2023





County of Fairfax, Virginia

PURPOSE OF OUTREACH EFFORT

APRIL 2023



County of Fairfax, Virginia

Purpose of Outreach Effort

To review and provide feedback on:

- Title VI equity analyses and how they work.
- Fairfax Connector’s service and fare equity policies.

APRIL 2023





Public Survey

- Go to <https://www.fairfaxcounty.gov/connector/titl/evi/2023-update> to share your thoughts about the policies that are proposed in this presentation



CIVIL RIGHTS ACT & TITLE VI: OVERVIEW





Title VI of the Civil Rights Act of 1964

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

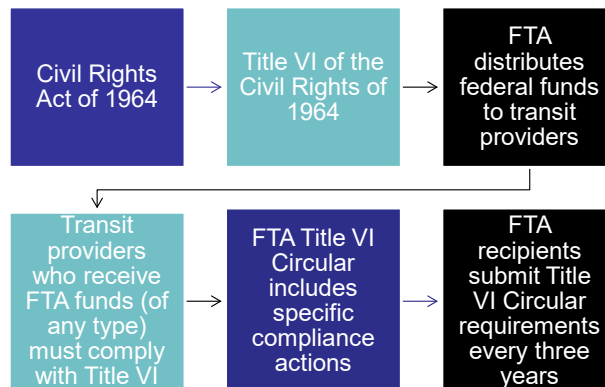
APRIL 2023



History – Federal Civil Rights Laws

Civil Rights Act Titles (or sections)

- Title I – Voting Rights
- Title II – Public Accommodation
- Title III – Public Facilities
- Title IV – Public Education
- Title V – Civil Rights Commission
- **Title VI – Federally Assisted Programs**
- Title VII – Equal Employment
- Title VIII – Voter Registration
- Title IX – Civil Rights Court Cases
- Title X – Community Relations
- Title XI - Miscellaneous



APRIL 2023





What Does This Mean?

- Public transportation providers that receive federal funds are required to submit an updated Title VI Program to FTA **every three years**.
- Agencies must document that they are not discriminating on the basis of race, ethnicity, or national origin, and describe the proactive steps they are taking to ensure they do not discriminate in the future.

APRIL 2023



Title VI Program Document

1. Introduction and Description of Service
2. Describing the Service Area and Planning for Title VI
 - Complaint and investigation procedures
 - Demographics and travel patterns
 - Public Participation Plan
 - Language Access Plan
3. Service Standards, Policies, and Monitoring
 - Service Standards and Monitoring
 - **Major Service Change Policy**
 - **Disparate Impact / Disproportionate Burden Policy**

APRIL 2023





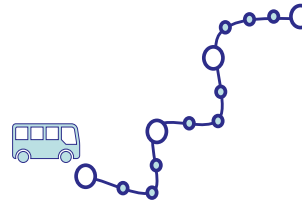
Key Definitions

- **Revenue Service Hours:** The number of hours a bus operates while carrying paying passengers.

12 Hours



- **Revenue Service Miles:** The number of miles a bus operates while carrying paying passengers.

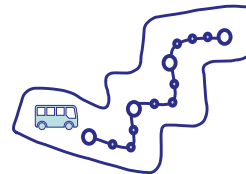


APRIL 2023

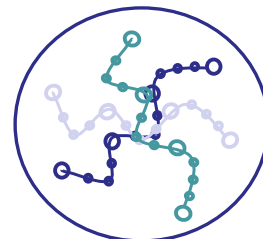


Key Definitions

- **Route Area:** Geographic area impacted by proposed service changes



- **Service Area:** Geographic area served by the entire transit system



APRIL 2023





Key Definitions

- **Minority population:** Population who are *not* non-Hispanic white
 - 50% of Fairfax County is minority
- **Low-income population:** Households making \$59,999 or less
 - 19% of Fairfax County is low-income



Overview and Description of FCDOT Policy

MAJOR SERVICE CHANGE





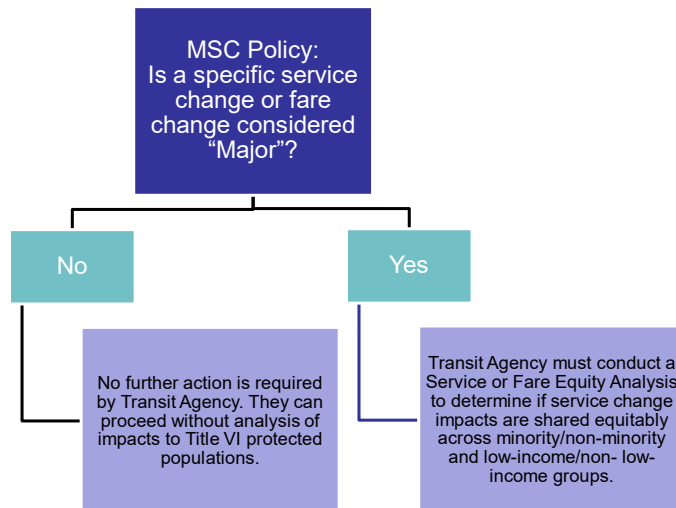
What is a Major Service Change (MSC)?

- A **Major Service Change (MSC)** is a change that is significant or “major” enough to warrant further analysis.
- Transit agencies must define what changes qualify as MSC in a written policy.
- The further analysis is known as a **Service or Fare Equity Analysis**.

APRIL 2023



Major Service Change (MSC) Flow Chart



APRIL 2023





What is a Major Service Change (MSC)?

Quick Facts:

- Agencies set their own MSC policies
- MSC policies often include mention of:
 - Service availability (span and/or service days)
 - Service quantity (frequency and/or revenue miles/hours)
 - Geographic alignments (areas or neighborhoods served)
 - Fares (any change)
- Major service changes can
 - Reduce or remove service
 - Expand or add service
- Agencies are required to revise and conduct outreach on policies with every Title VI Program update (i.e., every three years)

APRIL 2023



Major Service Change Exemptions

1. **Seasonal Service Changes:** Adding or removing a route or trips due to seasonal demand; must happen in cycles annually
2. **Pilots or Demonstration Routes:** Creation, modification, or discontinuation of a demonstration route within the first 12 months of operation
3. **Temporary Service Changes:** Diversions, frequency changes, or span modifications due to local events, construction, weather, and emergencies (of fewer than 12 months)



APRIL 2023





County of Fairfax, Virginia

FCDOT Major Service Change Policy

“A major service change is defined as either an increase or a decrease of 25 percent or more in either daily revenue service hours, revenue service miles, or both for the individual route being modified.”

FCDOT does not propose to change this policy from the last Title VI Program.

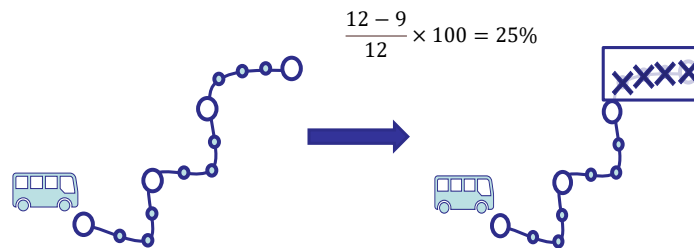
APRIL 2023



County of Fairfax, Virginia

FCDOT Major Service Change Policy

Example 1a: A bus that operated a 12-mile route is shortened, so the route is now only 9 miles.



This **would be** considered a major service change since revenue service miles are reduced by 25 percent.

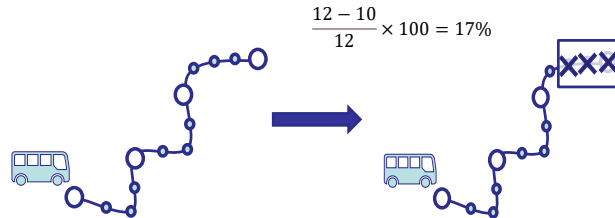
APRIL 2023





FCDOT Major Service Change Policy

Example 1b: A bus that operated a 12-mile route is shortened, so the route is now only 10 miles.

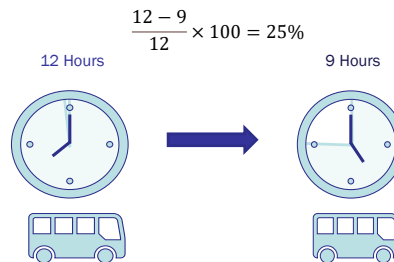


This **would not be** considered a major service change since revenue service miles are reduced by less than 25 percent.



FCDOT Major Service Change Policy

Example 2a: A bus route that operated from 8:00 AM to 8:00 PM with a single vehicle will now operate from 8:00 AM to 5:00 PM.

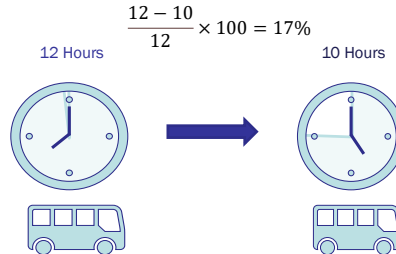


This **would be** considered a major service change since revenue service hours are reduced by 25 percent.



FCDOT Major Service Change Policy

Example 2b: A bus route that operated from 8:00 AM to 8:00 PM with a single vehicle will now operate from 8:00 AM to 6:00 PM.



This **would not be** considered a major service change since revenue service hours are reduced by less than 25 percent.

APRIL 2023



Overview and Description of FCDOT Policy

DISPARATE IMPACT & DISPROPORTIONATE BURDEN (DI/DB) POLICIES

APRIL 2023





Major Service Change Equity Evaluations

- Every Major Service Change requires a **Service Equity Analysis**
 - Service changes can have a **disparate impact (DI)** on minority riders
 - Service changes can have a **disproportionate burden (DB)** on low-income riders
- DI/DB policies help determine when a Major Service Change may result in inequities



APRIL 2023



Disparate Impacts and Disproportionate Burdens

- **Disparate Impact:** A policy that appears neutral but whose impacts *affect racial, ethnic, or national origin groups* in a substantially non-neutral way
- **Disproportionate Burden:** A policy that appears neutral but *impacts low-income populations* far more than non-low-income populations

APRIL 2023





County of Fairfax, Virginia

Disparate Impacts and Disproportionate Burdens

- Dis/DBs can occur when **service is removed or reduced**
- Service changes that can result in a DI/DB include:
 - Service changes that **remove service** disproportionately used by minority or low-income communities
 - **Fare/fare media changes** that disproportionately negatively impact minority or low-income communities

APRIL 2023



County of Fairfax, Virginia

Disparate Impacts and Disproportionate Burdens

- Dis/DBs can occur when **service is expanded or added**
- Service changes that can result in a DI/DB include:
 - Service changes that **add service** disproportionately used by non-minority or non-low-income communities
 - **Fare/fare media changes** that disproportionately benefit non-minority or non-low-income communities

APRIL 2023





Disparate Impacts and Disproportionate Burdens

Service Reduction or Removal	Service Expansion or Addition
<ul style="list-style-type: none"> • Service changes that remove service disproportionately used by minority/low-income communities • Fare/fare media changes that disproportionately negatively impact minority/low-income communities 	<ul style="list-style-type: none"> • Service changes that add service disproportionately used by non-minority/non-low-income communities • Fare/fare media changes that disproportionately benefit non-minority/non-low-income communities

Both types of changes could have a DI or DB finding

APRIL 2023



How to Determine a DI or DB has Occurred?

- How much will a service change impact minority or low-income populations in the *route area* relative to minority or low-income populations in the *service area*?
- Percentage thresholds determine what counts as a disparate impact or disproportionate burden
 - Calculation is different based on whether a change adds or removes service
 - Federal guidance: transit provider thresholds should be “tripped” sometimes

APRIL 2023





What Happens When a DI or DB is Found?

- When a Service Equity Analysis determines that a proposed Major Service Change will create a Disparate Impact or Disproportionate Burden, it **does not** mean that a transit provider cannot make this change.
- The transit agency **can still make the change, if they meet two conditions:**
 - ☑ Show the “substantial legitimate justification” for the change
 - ☑ Prove that there are no alternatives that would reduce the harm to the affected community
- The transit provider must provide this documentation as part of its Service Equity Analysis

APRIL 2023



FCDOT's DI Policy

Disparate Impact

A disparate impact (DI) occurs under the following circumstances:

- For a proposed service increase or fare reduction, calculate service area minority population percent minus route area minority population percent. If the result is greater than or equal to +10%, then a DI has occurred.
- For a proposed service reduction or fare increase, calculate route area minority population percent minus service area minority population percent. If the result is greater than or equal to +10%, then a DI has occurred.

FCDOT is proposing this updated language for this policy.

APRIL 2023





DI Threshold: Examples

Example 1: Service Reduction or Removal

- Service area is **50% minority**
- The transit agency wants to **eliminate** a route
- As long as fewer than $50\% + 10\% = 60\%$ of **people living in the area of the affected route** are minority, the service change passes the service equity test

APRIL 2023



DI Threshold: Examples

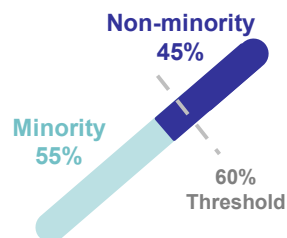
Example 1a: Service Reduction or Removal

Route area under consideration:

Minority: 55%
Non-minority: 45%

- Service area is **50% minority**
- The transit agency wants to **eliminate** a route
- As long as fewer than $50\% + 10\% = 60\%$ of **people living in the area of the affected route** are minority, the service change passes the service equity test

Route Area with a Service Reduction or Removal



✓ Service Change is Equitable

APRIL 2023





DI Threshold: Examples

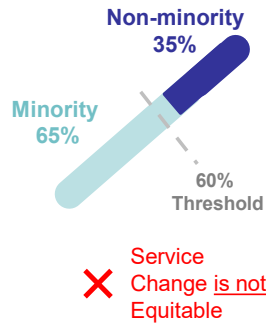
Example 1b: Service Reduction or Removal

Route area under consideration:

Minority: 65%
Non-minority: 35%

- Service area is **50% minority**
- The transit agency wants to **eliminate** a route
- As long as fewer than $50\% + 10\% = 60\%$ of people living in the area of the affected route are minority, the service change passes the service equity test

Route Area with a Service Reduction or Removal



APRIL 2023



DI Threshold: Examples

Example 2: Service Expansion or Addition

- Service area is **50% minority**
- The transit agency wants to **add** a new route
- As long as more than $50\% - 10\% = 40\%$ people living in the area of the affected route are minority, the service change passes the service equity test

APRIL 2023





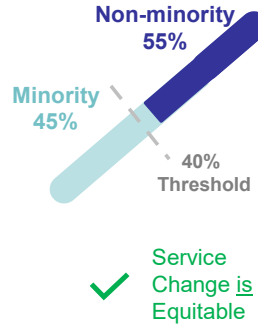
DI Threshold: Examples

Example 2a: Service Expansion or Addition

Route area under consideration:
 Minority: 45%
 Non-minority: 55%

- Service area is **50% minority**
- The transit agency wants to **add** a new route
- As long as more than $50\% - 10\% = 40\%$ of people living in the area of the affected route are minority, the service change passes the service equity test

Route Area with a Service Expansion or Addition



APRIL 2023



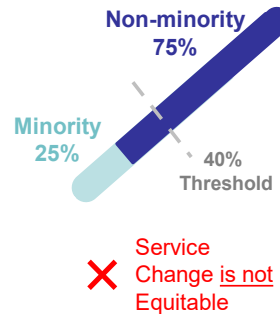
DI Threshold: Examples

Example 2b: Service Expansion or Addition

Route area under consideration:
 Minority: 25%
 Non-minority: 75%

- Service area is **50% minority**
- The transit agency wants to **add** a new route
- As long as more than $50\% - 10\% = 40\%$ of people living in the area of the affected route are minority, the service change passes the service equity test

Route Area with a Service Expansion or Addition



APRIL 2023





FCDOT's DB Policy

Disproportionate Burden

A disproportionate burden (DB) occurs under the following circumstances:

- For a proposed service increase or fare reduction, calculate service area low-income population percent minus route area low-income population percent. If the result is greater than or equal to +10%, then a DB has occurred.
- For a proposed service reduction or fare increase, calculate route area low-income population percent minus service area low-income population percent. If the result is greater than or equal to +10%, then a DB has occurred.

FCDOT is proposing this updated language for this policy.

APRIL 2023



DB Threshold: Examples

Example 3: Service Reduction or Removal

- Service area is **19% low-income**
- The transit agency wants to **eliminate** a route
- As long as fewer than $19\% + 10\% = 29\%$ of people **living in the area of the affected route** are low-income, the service change passes the service equity test

APRIL 2023





County of Fairfax, Virginia

DB Threshold: Examples

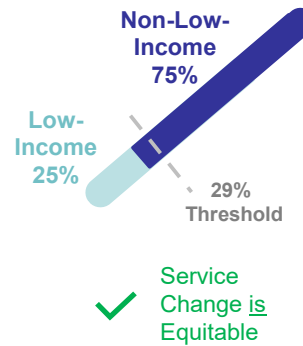
Example 3a: Service Reduction or Removal

Route area under consideration:

Low-Income: 25%
Non-Low-Income: 75%

- Service area is **19% low-income**
- The transit agency wants to **eliminate** a route
- As long as fewer than $19\% + 10\% = 29\%$ of people living in the area of the **affected route** are low-income, the service change passes the service equity test

Route Area with a Service Reduction or Removal



APRIL 2023



County of Fairfax, Virginia

DB Threshold: Examples

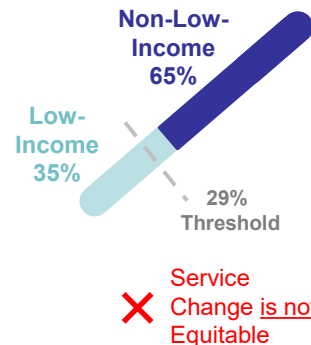
Example 3b: Service Reduction or Removal

Route area under consideration:

Low-Income: 35%
Non-Low-Income: 65%

- Service area is **19% low-income**
- The transit agency wants to **eliminate** a route
- As long as fewer than $19\% + 10\% = 29\%$ of people living in the area of the **affected route** are low-income, the service change passes the service equity test

Route Area with a Service Reduction or Removal



APRIL 2023





DB Threshold: Examples

Example 4: Service Expansion or Addition

- Service area is **19% low-income**
- The transit agency wants to **add** a new route
- As long as more than $19\% - 10\% = 9\%$ of people **living in the area of the affected route** are low-income, the service change passes the service equity test

APRIL 2023



DB Threshold: Examples

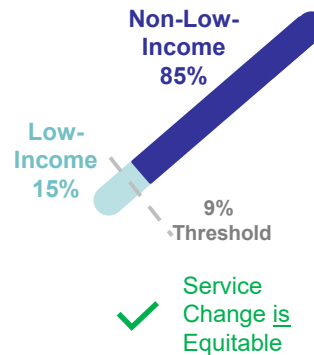
Example 4a: Service Expansion or Addition

Route area under consideration:

Low-Income: 15%
Non-Low-Income: 85%

- Service area is **19% low-income**
- The transit agency wants to **add** a new route
- As long as more than $19\% - 10\% = 9\%$ of people **living in the area of the affected route** are low-income, the service change passes the service equity test

Route Area with a Service Expansion or Addition



APRIL 2023





DB Threshold: Examples

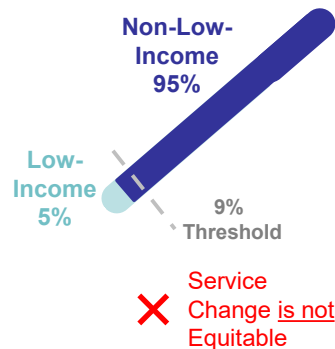
Example 4b: Service Expansion or Addition

Route area under consideration:

Low-Income: 5%
Non-Low-Income: 95%

- Service area is **19% low-income**
- The transit agency wants to **add** a new route
- As long as more than $19\% - 10\% = 9\%$ of people living in the area of the affected route are low-income, the service change passes the service equity test

Route Area with a Service Expansion or Addition



APRIL 2023



What Happens When a DI or DB is Found?

- When a Service Equity Analysis determines that a proposed Major Service Change will create a Disparate Impact or Disproportionate Burden, it **does not** mean that a transit provider cannot make this change.
- The transit agency **can still make the change, if they meet two conditions:**
 - Show the “substantial legitimate justification” for the change
 - Prove that there are no alternatives that would reduce the harm to the affected community
- The transit provider must provide this documentation as part of its Service Equity Analysis

APRIL 2023





County of Fairfax, Virginia

CONCLUSION

APRIL 2023



County of Fairfax, Virginia

Public Survey

- Go to <https://www.fairfaxcounty.gov/connector/titlevi/2023-update> to share your thoughts about these proposed policies

Thank you!

Department of Transportation

48



Appendix D: Major Service Change, Disparate Impact, and Disproportionate Burden Policies – Public Comments Received

A public comment period on the proposed Major Service Change and Disparate Impact/Disproportionate Burden policies was held from April 12 to May 8, 2023. Members of the public and stakeholders were offered several different options for providing comment, including:

- An online survey
- Virtual stakeholder discussions for representatives of community organizations serving minority and low-income populations
- A webpage featuring both the proposed written policies as well as a recorded presentation video explaining the Major Service Change and Disparate Impact/Disproportionate Burden policies.

Appendix E contains details about the survey questions and a summary of the survey results.

Stakeholder Discussion Meeting Summaries

APRIL 12, 2023, 10:00-11:00 AM STAKEHOLDER MEETING

- Held virtually on Microsoft Teams
- Attendees:
 - Community members:
 - Katherine Montgomery, Self-advocate and Fairfax Connector rider with a disability (wheelchair user)
 - Waamiq Marshall-Washington, Director of Community Services at Cornerstones
 - Ivana Escobar, Director of Collective Impact at United Community
 - FCDOT staff:
 - Brent Riddle
 - Nicole Daly
 - Robin Geiger
 - Kyle Davis
 - Hejun Kang
 - Consultant team staff (Foursquare ITP):
 - Russell Pildes
 - Rachel Staley
 - Lori Zeller, AICP
- Meeting summary:
 - FCDOT welcomed participants.
 - The consultant team gave a PowerPoint presentation on the proposed Major Service Change, Disparate Impact, and Disproportionate Burden policies, and noted that the purpose of the meeting is to solicit input from the public about the proposed policies.
 - Major service change policy discussion
 - Waamiq asked if the threshold for the major service policy is set in comparison to known ridership or to the geographic area. Lori clarified that DI/DB policies focus on the impacts to communities, and the major service change policy is only focused on an individual route subject to a proposed change.
 - Ivana mentioned that when there is a service change, they hear from community members that it is

difficult to learn and adapt to the new routes, especially along Richmond Highway where signage does not notify which bus is coming. Ivana also noted that some community members do not speak English, so it can be difficult to understand if and how service might be changing. Additionally, community members have voiced that there are stops along Richmond Highway that do not have sidewalk access.

(1) In response, Brent explained that FCDOT is preparing to conduct major construction on Richmond Highway, including improvements to bus stop access. In addition, Hejun indicated that FCDOT expects users to track their buses using the online application rather than relying on the signs, and offered to have a subsequent conversation with Ivana to better understand the issues described.

- ❑ Waamiq asked what would happen if a community member is impacted by a service change but it does not break the 25% major service change threshold—would there still be a way for them to voice their concerns about a change even if it is not considered “major”? Is the feedback period only before a service change happens?

(1) Robin responded that with every service change, FCDOT notifies the public through social media, Fairfax Alert, Neighborhood and Community Services, and nonprofits as to when public meetings are occurring and other ways to provide input to increase participation. Robin clarified that while a lot of the outreach occurs before service changes are implemented, Fairfax Connector service is always evolving and they welcome comments from community members on an ongoing basis.

- ❑ Ivana asked community members if they had any questions or concerns through a WhatsApp group. Community members asked if shortening or increasing times during service changes considers peak times during rush hour.

(1) The team responded that the policy is in reference to the span of service, rather than the time spent on the bus, and that every hour is treated the same.

— Disparate impact/disproportionate burden policy discussion

- ❑ Ivana asked if there are focus groups to gather the riders’ perspectives.

(1) The team responded that outreach for these policies includes the stakeholder meetings and the public survey which is open through May 5, 2023.

- ❑ Waamiq mentioned that making the connection between the DI/DB policies and the actual service changes is abstract, and voiced concerns about if the thresholds are sensitive enough to pick up on equity impacts. Waamiq further explained that this disconnect could make it hard for the general public to understand and provide meaningful feedback without a real-world application.

(1) Brent responded that FCDOT has analyses on past service changes and the historical effectiveness of the thresholds. Brent noted that these records could be shared with the public. Lori added that the policy updates happen routinely, even if there are not actual service changes taking place. However, Lori reiterated that they do evaluate how well the policies have worked in the past. This evaluation includes how often service changes qualify as an MSC as well as how many MSCs triggered a DI or DB. They explained that these analyses will be included in the Title VI program update. Waamiq agreed that sharing the historical effectiveness would be helpful.

- ❑ Ivana noted that it is important to not use words that are too academic when engaging with community members, specifically explaining that many people they encounter do not know what “disproportionate” means, which may make it difficult to complete the survey.

APRIL 13, 2023, 11:00 AM-12:00 PM STAKEHOLDER MEETING

- Held virtually on Microsoft Teams
- Attendees:



— Community members:

- ❑ Carol Robinson Huntley for Maria Isabel Ballivian, ACCA Child Development Center in Annandale

— FCDOT staff:

- ❑ Brent Riddle
- ❑ Kyle Davis
- ❑ Hejun Kang
- ❑ Kala Quintana
- ❑ Michael Felschow

— Consultant team staff (Foursquare ITP):

- ❑ Russell Pildes
- ❑ Rachel Staley
- ❑ Lori Zeller, AICP

■ Meeting summary:

- FCDOT welcomed participants.
- The consultant team gave a PowerPoint presentation on the proposed Major Service Change, Disparate Impact, and Disproportionate Burden policies, and noted that the purpose of the meeting is to solicit input from the public about the proposed policies.
- Carol did not have any questions or comments regarding the major service change policy or the disparate impact/disproportionate burden policies.
- Brent explained that the public comment period will be open through May 5, 2023, and community members can leave their feedback through the survey or by email.

Public Comments Received via Email or US Postal Service

FCDOT received comments electronically via the online survey but did not receive any comments via email. FCDOT did not receive any comments via the US Postal Service.

Appendix E: FCDOT Title VI Online Survey Results Overview

Introduction

A public comment period on the proposed Major Service Change and Disparate Impact/Disproportionate Burden policies was held from April 12 to May 8, 2023. To solicit feedback on the proposed Major Service Change, Disparate Impact, and Disproportionate Burden policies, FCDOT offered an online survey in eight different languages: English, Amharic, Arabic, Chinese, Korean, Spanish, Urdu, and Vietnamese. The survey questions were identical in each language. Using examples to make the concepts more accessible, the survey described FCDOT's proposed Major Service Change and Disparate Impact/Disproportionate Burden policies and asked respondents to provide their opinions about them through multiple-choice and open-ended questions.

This appendix contains the survey questions followed by the survey results.

Survey Questions

FCDOT 2023 Title VI Survey

Introduction

FCDOT is updating its Title VI program, and we need your feedback. Our Title VI policies dictate how we measure equitable distribution of transit service changes, including the addition or removal of routes. As part of the update process, we are seeking feedback on our Major Service Change and Disparate Impact/Disproportionate Burden policies, which ensure that proposed changes to transit service do not have discriminatory effects on minority or low-income persons.

- A **Major Service Change** to transit service is significant enough to require further analysis of potential equity impacts.
- A **Disparate Impact** occurs when a service change has discriminatory effects on areas with a large proportion of racial or ethnic minority (people who are not non-Hispanic white) residents.
- A **Disproportionate Burden** occurs when a service change has discriminatory effects on areas with a large proportion of low-income households.

This survey is designed to collect your feedback on these policies. A series of questions with examples will follow to gauge your thoughts on the appropriateness of the proposed policies. This survey should take no longer than five (5) minutes.

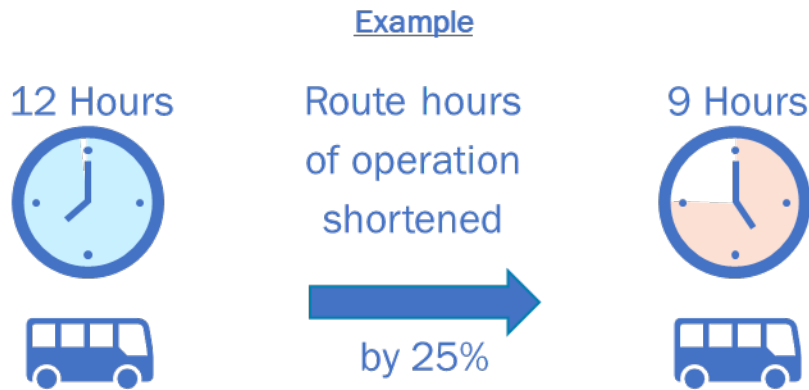
Major Service Change

Major Service Changes are changes to transit routes that are significant enough to require further analysis on potential equity impacts. If there is a Major Service Change, Fairfax Connector must do further analysis to ensure that the proposed changes will not have discriminatory effects on minority or low-income areas.

The next questions will first describe the proposed major service change policy and give an example of how it would work, and then ask you whether you agree or disagree with the policy.



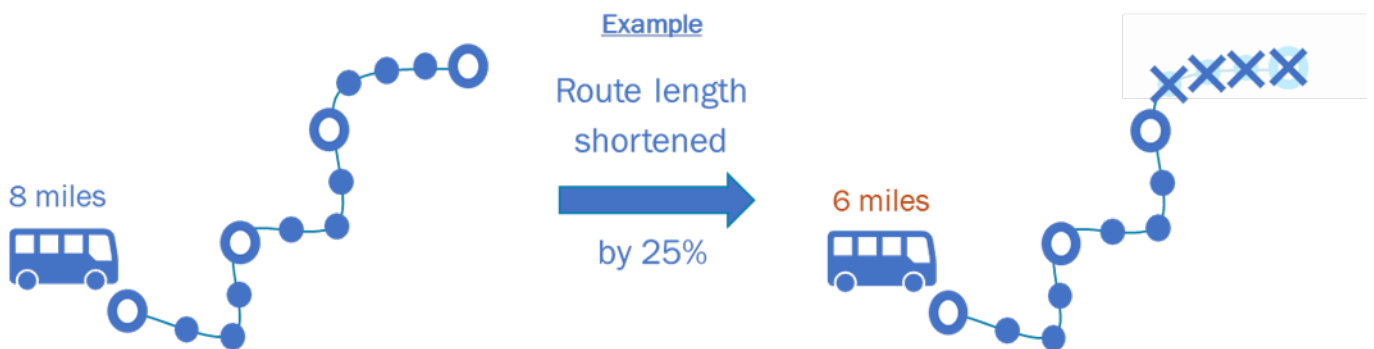
1. Under the proposed policy, a Major Service Change would occur if a Fairfax Connector route increases or decreases its hours of operation by 25 percent. With that in mind, consider the following example.



Let's say a bus route that had operated from 8:00 AM to 8:00 PM (12 hours of service per day) will now operate from 8:00 AM to 5:00 PM (9 hours of service per day). Should this be considered a Major Service Change (i.e., significant enough to require further analysis)?

- Yes
- No
- I'm Not Sure

2. Under the proposed policy, a Major Service Change would occur if a Fairfax Connector route increases or decreases in length by 25 percent. With that in mind, consider the following example.



Let's say an 8-mile route is shortened so the route is now only 6 miles long. Should this be considered a Major Service Change (i.e., significant enough to require further analysis)?

- Yes
- No
- I'm Not Sure

3. Do you have any other comments or thoughts about Fairfax Connector’s Major Service Change policy? For example, if you answered “No” above, do you think the 25 percent threshold should be lowered or raised, and by how much?

Disparate Impact/Disproportionate Burden

A Disparate Impact occurs when a service change has discriminatory effects on racial or ethnic minority residents, meaning those who are not Hispanic or white. A Disproportionate Burden occurs when a service change has discriminatory effects on low-income households; in Fairfax County, these are households earning less than \$60,000 per year.

We determine if a Disparate Impact or Disproportionate Burden has occurred by comparing the minority and low-income populations in the area served by the transit system with the minority and low-income populations in the area impacted by the proposed changes. If a proposed change negatively impacts a higher proportion of minority or low-income people in the route area than are present in the service area, then a Disparate Impact or Disproportionate Burden may have occurred.

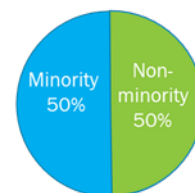
The next questions will first describe the proposed Disparate Impact and Disparate Burden policies and give an example of how they would work. As before, you will then respond whether you agree or disagree with the policy.

4. The Fairfax Connector service area is made up of about 50 percent minority residents. The proposed policy considers a 10 percent difference between the percentage of minority persons affected and the percentage of minority residents in the whole service area as significant. With that in mind, consider the following scenario.

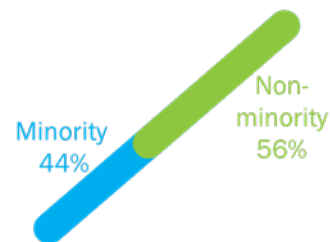
Let us say that Fairfax Connector proposes to reduce service on a route where the proportion of minority residents is 44 percent. Under the proposed policy, this would not have a disparate impact because the difference between the route and service area minority percentages is 6, which is less than the proposed policy’s 10 percent threshold. Do you agree or disagree with this outcome?

- () Agree. This should not be a disparate impact.
- () Disagree. This should be a disparate impact.
- () Neither Agree nor Disagree.

System Service Area



Service Area for a Route with an Adverse Service Change (removing or reducing service)



✓ Service Change is Equitable

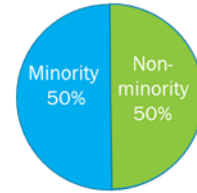


5. The Fairfax Connector service area is made up of about 50 percent minority residents. The proposed policy considers a ten percent difference between the percentage of minority persons affected and the percentage of minority residents in the whole service area as significant. With that in mind, consider the following scenario.

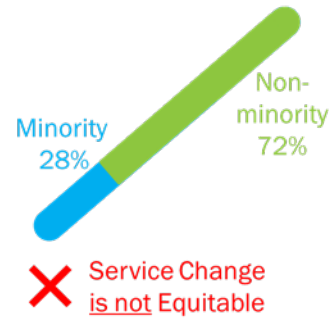
Let us say that Fairfax Connector proposes to add service on a route where the proportion of minority residents is 28 percent. Under the proposed policy, this would have a disparate impact because the difference between the route and service area minority percentages is 22, which is greater than the proposed policy's 10 percent threshold. Do you agree or disagree with this outcome?

- Agree. This should be a disparate impact.
- Disagree. This should not be a disparate impact.
- Neither Agree nor Disagree.

System Service Area



Service Area for a Route with a non-Adverse Service Change (adding or increasing service)

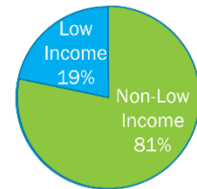


6. The Fairfax Connector service area is made up of about 19 percent low-income residents. The proposed policy considers a ten percent difference between the percentage of affected low-income households and low-income households in the whole service area as significant. With that in mind, consider the following scenarios.

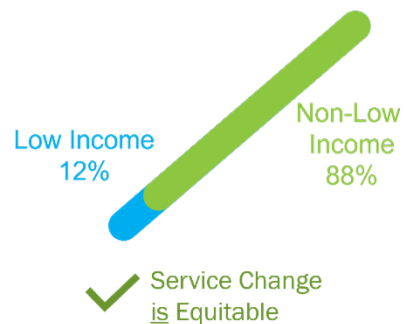
Let's say Fairfax Connector proposes to reduce service on a route where the proportion of low-income households is 12 percent. Under the proposed policy, this would not be a disproportionate burden because the difference between the route and service area low-income percentages is 7, which is less than the proposed policy's 10 percent threshold. Do you agree or disagree with this outcome?

- Agree. This should not be a disproportionate burden.
- Disagree. This should be a disproportionate burden.
- Neither Agree nor Disagree.

System Service Area



Service Area for a Route with an Adverse Service Change (removing or reducing service)

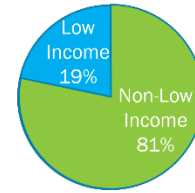


7. The Fairfax Connector service area is made up of about 19 percent low-income residents. The proposed policy considers a ten percent difference between the percentage of affected low-income households and low-income households in the whole service area as significant. With that in mind, consider the following scenarios.

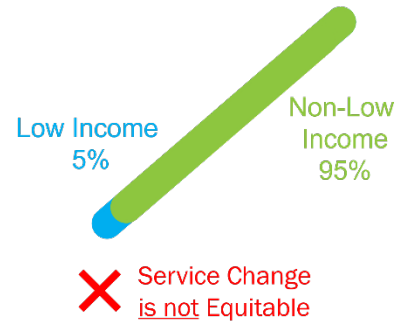
Let's say Fairfax Connector proposes to add service on a route where the proportion of low-income households is 5 percent. Under the proposed policy, this would be a disproportionate burden because the difference between the route and service area low-income percentages is 14, which is greater than the proposed policy's 10 percent threshold. Do you agree or disagree with this outcome?

- Agree. This should be a disproportionate burden.
- Disagree. This should not be a disproportionate burden.
- Neither Agree nor Disagree.

System Service Area



Service Area for a Route with a non-Adverse Service Change (adding or increasing service)



8. Do you have any other comments you would like to offer about Fairfax Connector's disparate impact or disproportionate burden policies? For example, if you answered "Disagree" to any of the above questions, do you think the threshold for a disparate impact or disproportionate burden should be raised or lowered, and by how much?

Thank You!

Thank you for taking the survey! Your responses will help Fairfax County serve you better.

To learn more about the Title VI program and the policies covered in this survey, please visit the County's Title VI website: <https://www.fairfaxcounty.gov/connector/titlevi>



Survey Results

TOTAL RESPONSES

Table 40 shows the number of survey responses received in each language, broken down by complete and partial responses. Complete responses include survey entries with all questions answered and partial responses include survey entries with at least one question answered. The survey received a total of 55 responses, with 39 complete responses and 16 partial responses. Nearly all responses, about 96 percent (53 responses), were completed in English. The remaining four percent of responses were completed in Spanish (two responses). No responses were received in the other six languages.

Table 40: Survey Response Tally by Language

Language	Complete	Partial	Total
English	38	15	53
Spanish	1	1	2
Chinese	0	0	0
Korean	0	0	0
Vietnamese	0	0	0
Arabic	0	0	0
Amharic	0	0	0
Urdu	0	0	0
Total	39	16	55

MAJOR SERVICE CHANGE QUESTIONS

Table 41 shows the responses to the Major Service Change policy multiple choice questions, which asked respondents their level of agreement with the proposed policy. In both service change scenarios, most respondents agreed that a 25 percent change should be considered a major service change. However, respondents were more likely to say that the 25 percent reduction in revenue service hours should be considered a major service change (75 percent of respondents) than a 25 percent reduction in revenue service miles (58 percent of respondents). In contrast, over 20 percent of respondents to each question disagreed with the current 25 percent threshold. The remaining respondents were either unsure or left the question blank, which made up a small fraction of the total responses.

Table 41: Q1 and Q2 Multiple Choice Responses - Major Service Change Policy

Q1: Should this example be considered a major service change? (Revenue Hour Reduction)		
Answer Choices	Count of Responses	Percentage
Yes	41	74.5%
No	11	20.0%
I'm Not Sure	1	1.8%
(blank)	2	3.6%
Q2: Should this example be considered a major service change? (Revenue mile reduction)		
Answer Choices	Count of Responses	Percentage
Yes	32	58.2%
No	13	23.6%
I'm Not Sure	7	12.7%
(blank)	3	5.5%

Question 3 asked respondents if they had any comments on the Major Service Change policy. Open-ended comments from respondents varied significantly. While several respondents believed the threshold should stay at 25 percent, others felt it should be lowered or raised. Suggestions ranged from lowering the threshold to 10 percent to raising the threshold to 50 percent. Respondents that suggested lowering the threshold felt that there should be more extensive analysis and rider input into service changes. Other respondents felt the threshold should be raised so that transit officials can alter service in a way that is the most economical. Additionally, many respondents commented on recent service reductions due to the Metrorail Silver Line opening; several riders explained that they have been negatively impacted by these changes and have had to adjust their work schedules as a result.

The full list of open-ended comments received on the Major Service Change policy question is below.

Major Service Change Policy Comments

- It should be lowered to 10%.
- Raised.
- I think it should stay at 25%.
- The way the question was asked is misleading and should be changed. The question asked if I would consider a 25% reduction in operating hours to be a major service change, and I said yes. I would also consider a 10% reduction in operating hours to be a major service change, meaning I believe the threshold should be lowered. The question was not asked in such a way to elicit this answer.
- 25% is an acceptable threshold.
- Should be raised to approximately 40%.
- No estoy de acuerdo que se reduzca porque hay muchas personas que trabajando hasta tarde. (I do not agree that it should be reduced because there are many people who work late.)²⁷
- I say no for the fact that before the recent route changes many routes had weird diversions and were not as concise as they are now. If new routes are formed or other routes are extended to cover a route shortening then no review is likely needed. However outright shortening a route at a significant distance such as 25% likely should.
- I haven't the slightest idea what it is you guys are trying to do. It would be really nice if you could explain it in English.
- The threshold should be raised to 50%. Transit officials in our suburban district should be able to alter service to be economical. Public transit should be a low priority here.
- As a frequent FC bus rider, any changes of 20% or more should require extensive analysis and rider input.
- You cannot change where you start, but the terminal 25% may be where you pick up most of the pax. Thus, a general rule for 25% may not work for all routes.
- 25% should be lowered and the number of changes? Are due to what?
- It should be raised to 30%.

General Fairfax Connector Service Comments

- How about instead of Major Service reductions, we tried some major service enhancements? Especially with nighttime service, considering the fact that WMATA has expressed interest in running 24/7 service into the county to places such as fair oaks.
- As much as I would like to minimize the climate impact of choice riders by offering the best service to car-driving suburbanites, I know that the future of this county cannot leave anyone on the curb. Although it may slow down transit expansion, ensuring equitability is crucial to a healthy transportation network.
- Hi, if the bus is on time to their schedule it would be much appreciated thank you.

²⁷ Google Translate provided the translation of this comment.

Silver Line Service Change Comments

- I think 558 should follow straight through the light and follow the same route that ribs for takes to go to town center.
- Please also consider Seniors and other non-income-based criteria in the analysis. Seniors are an important group that heavily relies on Fairfax Connector's services and are often left out of the equation. Recent changes when Silver Line Extension opened have negatively impacted customers, including canceling 927 and limiting 937 service. The 983 bus from Herndon-Monroe is still needed; the 952 bus isn't convenient. Metro service costs more. If you have a pass on your SmartTrip card, the discount doesn't apply when transferring from bus to Metro. It's in the fine print. More public meetings need to be held and communicated to current ridership before Major Service Changes are implemented. County planners need to be active in the community and be riders of the routes proposed for major changes. While proposals may look good on paper, implementation often produces less than desirable results. The last 951 leaves Innovation Station at 6:40 p.m., which is too early for someone that works later and has had to adjust a work schedule. There isn't any service that replaced the 927 loop or span of service. By providing more service to disadvantaged communities, you lose revenue from those that need bus service but have higher incomes. Equality should apply to all. Thank you for your consideration.
- I don't care for the current Silver Line changes. My prior bus schedule was perfect. And where is the Reston to Vienna bus line that was in discussion?
- El cambio que han hecho de rutas a partir de cuando empieza a operar el tren me arruina mi ida y regreso a el trabajo ahora debo caminar y otras personas tuvieron que renunciar a su part time lo que he escuchado ahora pago taxi ida y vuelta el transporte Lon acomodado en beneficio de los que tienen carro y los de la minoria nos toca agachar siempre la cabeza. (The change in routes they have made from when the train began to operate ruined my commute to and from work. Now I have to walk and other people had to give up their part time from what I have heard. Now I pay for a taxi there and back and transport is accommodated for the benefit of those who have a car and those of us in the minority have to always bow our heads.)²⁸

DISPARATE IMPACT/DISPROPORTIONATE BURDEN QUESTIONS

Table 42 shows the responses to the Disparate Impact policy multiple choice questions, which asked respondents their level of agreement with the proposed policy. Responses to the Disparate Impact policy scenarios were relatively split. In the first scenario, which visualized service reductions, about 38 percent of respondents agreed with the policy and 18 percent disagreed. However, for the second scenario, which visualized an increase in service, responses were evenly split at 31 percent for both agree and disagree. This reveals that respondents were more likely to agree with the Disparate Impact threshold when there is a reduction in service rather than an increase in service. Furthermore, over a third of respondents in each scenario neither agreed nor disagreed with the policy or left the question blank. Overall, there was a higher percentage of respondents that agreed with the threshold than disagreed, but the difference was small.

²⁸ Google Translate provided the translation of this comment.

Table 42: Q4 and Q5 Multiple Choice Responses - Disparate Impact Policy

Q4: Do you agree or disagree that this would not be a disparate impact? (Service Reductions)		
Answer Choices	Count of Responses	Percentage
Agree	21	38.2%
Disagree	10	18.2%
Neither Agree nor Disagree	10	18.2%
(blank)	14	25.5%
Q5: Do you agree or disagree that should be a disparate impact? (Service Additions)		
Answer Choices	Count of Responses	Percentage
Agree	17	30.9%
Disagree	17	30.9%
Neither Agree nor Disagree	7	12.7%
(blank)	14	25.5%

Table 43 shows the responses to the Disproportionate Burden policy multiple choice questions, which asked respondents their level of agreement with the proposed policy. The responses to the Disproportionate Burden policy were also relatively split among all answer choices. In the first scenario, which visualized a reduction in service, about 33 percent of respondents agreed with the threshold and 24 percent disagreed. However, in the second scenario, which visualized an increase in service, more respondents disagreed with the threshold (about 26 percent) than agreed (about 24 percent). Similar to the responses for the Disparate Impact questions, this reveals that respondents were more likely to agree with the threshold when there is a reduction in service rather than an increase in service. The disproportionate burden questions also received a greater proportion of ambivalent or blank responses compared to the Disparate Impact questions, with nearly one half of respondents neither agreeing nor disagreeing or not answering the question at all—this may have been due to survey fatigue as this was nearing the end of the survey. Despite the mixed responses, there were still slightly more respondents overall that agreed with the current Disproportionate Burden threshold than disagreed.

Table 43: Q6 and Q7 Multiple Choice Responses - Disproportionate Burden Policy

Q6: Do you agree or disagree that this would not be a disproportionate burden?		
Answer Choices	Count of Responses	Percentage
Agree	18	32.7%
Disagree	13	23.6%
Neither Agree nor Disagree	10	18.2%
(blank)	14	25.5%
Q7: Do you agree or disagree that should be a disproportionate burden?		
Answer Choices	Count of Responses	Percentage
Agree	13	23.6%
Disagree	14	25.5%
Neither Agree nor Disagree	11	20.0%
(blank)	17	30.9%

Question 8 asked respondents if they had any comments on the Disparate Impact and Disproportionate Burden policies. Open-ended comments on the DI/DB policies revealed no significant issues with the current 10 percent threshold, but some respondents had concerns about the overarching methodology. The most frequent response was that this analysis should only apply to service reductions and not service additions. Respondents

explained that they did not think the policy should prevent service additions to non-low-income or non-minority areas, especially if a route is serving areas of high density and high need. While respondents felt that service should be balanced equitably, they did not think service should be restricted to specific areas. Additionally, one respondent suggested evaluating where low-income and minority riders work to reveal additional areas with low-income and minority activity. Other respondents felt that there should be more consideration for seniors when implementing service changes, noting that changes can create accessibility challenges.

The full list of open-ended comments received on the Disparate Impact and Disproportionate Burden policies is below.

DI/DB Policy Comments

- I think policies should consider more than income-based criteria. Too many riders are not paying their share, and this creates a burden for those who do pay. Instead of allowing children to ride for free, how about doing something for Senior citizens who are on fixed incomes? Service doesn't seem equitable when so many can ride for free and others are expected to pay. Seeing so many riding for free is a disincentive to pay. Bus service is important to the County. Citizens should pay for the service. Both my property taxes and fares support the bus service. I would like to have a free ride regardless of income or ability to pay.
- Lowered.
- Adding service should not be subjected to this analysis; only service cuts.
- Apparently, the people that make up this bus system have car so they have no idea what it's like to take the bus.
- I realize this data may not be available, but it would be better for these metrics to consider where people work, and not just where they live. For example, there may be a location that employs a lot of minority and low-income people, but doesn't have a lot of minority and low-income people living there. I also don't like the perception that increasing service in an area with fewer minority and low-income residents is a no-no. It should just be balanced out by also increasing service in areas with a higher proportion of minority and low-income residents. The bus needs to be available for everyone, including those who have other options.
- I think that the transit-dependent population is an important consideration when considering disproportionate burden. with a flat 10% difference, and a population of 20% low income, 80% non-low income, service could be cut in half without consideration to the non-choice riders. I believe the better metric would be to consider the transit riding population affected with respect to the service area demographic (affected population/demographic rather than affected population - demographic).
- I think adding routes (without shifting resources from other routes) should not be inherently disproportionate even if it benefits one group over another. One example would be bus routes in high density but high-income areas such as Reston or Tysons. It makes sense for more routes to be there due to their high density even if there are less low-income communities there. While busses are a main means of transportation for low-income communities, other priorities such as climate change and promotion of high-density development are also promoted by good bus routes. These may impact higher income communities more but have a good reason to exist even if not inherently helping low-income communities in a proportional way.
- I think the way these are phrased is hard to answer. Now if it proposed adding service to a non- low-income route instead of a low income that's need more service, then I think that's a problem. But just adding service to a non-low-income route because it needs it isn't bad.

General Fairfax Connector Service Comments

- Where I live there are a lot of minorities and old people. As it is I still have to walk when I get off the bus to go where I have to go. I do not like these new changes because they are hard on senior citizens.
- Bueno si el 954 sustituye al 924 porque no tiene el mismo horario yo he estado a las 7:30 pm en la Herndon



Monroe park and ride y resulta que no hay ruta a esa hora hay quienes tenemos que transferir a otro bus. Deberían aumentar el horario de servicio. (If the 954 replaces the 924 because it does not have the same schedule, I have been at the Herndon Monroe Park and Ride at 7:30 pm and it turns out that there is no route at that time and some of us have to transfer to another bus. They should increase the hours of service).²⁹

- On time for all the bus schedules so that the people don't worry.
- Please consider the low-income minority, who have no other means of transportation.

²⁹ Google Translate provided the translation of this comment.

Appendix F: Major Service Change, Disparate Impact, and Disproportionate Burden Policies – Fairfax County Board of Supervisors Approval

The Fairfax County Board of Supervisors met, considered, and approved the Fairfax County Department of Transportation (FCDOT) Major Service Change, Disparate Impact, and Disproportionate Burden Policies on July 11, 2023.

**FAIRFAX COUNTY
BOARD OF SUPERVISORS
July 11, 2023**

AGENDA

9:30	Done	Presentations
10:00	Done	Matters Presented by Board Members
10:00	Done	Items Presented by the County Executive

**ADMINISTRATIVE
ITEMS**

1	Approved	Extension of Review Period for 2232 Application Rock Hill District Park Field Lights (Sully District)
2	Approved	Approval of "\$200 Additional Fine for Speeding" Signs as Part of the Residential Traffic Administration Program – Newington Forest Avenue (Mount Vernon District)
3	Approved	Approval of Traffic Calming Measures as Part of the Residential Traffic Administration Program – Inverchapel Road (Braddock District)

ACTION ITEMS

1	Approved	Approval of a Memorandum of Understanding Between Fairfax County and the Tysons Community Alliance (Providence and Hunter Mill Districts)
2	Approved	Approval of an Agreement Between the Town of Herndon and Fairfax County (County) to Design and Construct the Sugarland Run North Stream Restoration Project (Dranesville District)
3	Approved	Approval of the FY 2024 and FY 2025 Community Services Performance Contract Between the Fairfax-Falls Church Community Services Board and the Virginia Department of Behavioral Health and Developmental Services
4	Approved	Authorization to Establish the Fairfax Talent Up Fund - A Work-Based Learning Program Demonstration Project

5	Approved	Board Approval of the Fairfax County Department of Transportation's Major Service Change, Disparate Impact, and Disproportionate Burden Policies for the Fairfax Connector
---	-----------------	--



Appendix G: FCDOT Service/Fare Equity Analysis Fairfax County Board of Supervisors Approvals

**FAIRFAX COUNTY
BOARD OF SUPERVISORS
July 28, 2020**

**ACTION ITEMS
(continued)**

4	Approved	Approval of Changes to the Fairfax County Purchasing Resolution
5	Approved	Authorization to: 1) Approve Issuance by the Fairfax County Redevelopment and Housing Authority (FCRHA) of Tax-Exempt Bonds in an Amount not to Exceed \$22,500,000; and 2) For FCRHA to Submit an Application to Virginia Department of Housing and Community Development for Tax-Exempt Bond Allocation for Ovation at Arrowbrook Apartments (Dranesville District)
6	Approved	Approval of a Board of Supervisors' Draft Regular Meeting Schedule for Calendar Year 2021
7	Approved	Approval of Memorandum of Agreement Between Fairfax County and Fairfax County Public Schools for the Free Student Bus Pass Program
8	Approved	Approval of Memorandum of Agreement Between the Central Intelligence Agency and Fairfax County to Provide Fairfax Connector Bus Service to the Agency's Facility in Langley, Virginia (Dranesville District)
9	Approved	Endorsement of the Residential Traffic Administration Program (RTAP) Revised Traffic Calming General Operating Procedures
10	Approved	Approval of Fairfax Connector August 29, 2020, Service Changes (Dranesville, Lee, Mount Vernon, Providence, and Springfield Districts)
11	Approved	Approval of a Resolution Endorsing Projects Being Submitted for State Funding Through the Commonwealth Transportation Board's FY2022-2027 Smart Scale Program
12	Approved	Approval of the Master Agreement Between the Virginia Department of Rail and Public Transportation (DRPT) and Fairfax County for Use of Commonwealth Transportation Funds
PUBLIC HEARINGS		
3:30	Deferred Decision Only to 9/15/20	Public Hearing on PCA-C-052-09/CDPA-C-052-02 (KIW SKYLINE 1, LLC, KIW SKYLINE 2, LLC and KIW SKYLINE 3, LLC) (Mason District)

**FAIRFAX COUNTY
BOARD OF SUPERVISORS
October 20, 2020**

AGENDA

2:00	Done	Presentations
2:00	Done	Board Appointments to Citizen Boards, Authorities, Commissions, and Advisory Groups
2:00	Done	Matters Presented by Board Members
2:00	Done	Items Presented by the County Executive

ACTION ITEMS

1	Approved	Approval of the Final Disposition of the John Quincy Marr Monument, Two Dahlgren Howitzers, and the Virginia Department of Historic Resources (VDHR) Historical Marker #262 at the Fairfax County Judicial Complex (Providence District)
---	-----------------	--

2	Approved	Approval of Fairfax Connector's January 4, 2021, Service Changes (Lee and Springfield Districts)
---	-----------------	--

3	Approved	Approval of a Resolution to Authorize the Extension of Time to Issue General Obligation Bonds for Public Safety Facilities
---	-----------------	--

**PUBLIC
HEARINGS**

3:30	Deferred Decision Only to 11/17/20 at 3:00 p.m.	Decision Only on RZ 2019-HM-011 (Sakthivel Chinnasamy and Nandakumar Sreenivasan) (Hunter Mill District)
3:30	Approved	Public Hearing on PCA/CDPA 2016-MA-022 (EYA Development LLC) (Mason District)
3:30	Approved	Public Hearing to Consider Adoption of Amendments to an Uncodified Ordinance to Provide a Method to Assure Continuity in Fairfax County Government During the Novel Coronavirus Disease 2019 (COVID-19) Emergency by Temporarily Approving Outdoor Dining and Outdoor Fitness and Exercise Activities Subject to Certain Conditions, Thereby Suspending Any Requirement for Individualized Approvals of Such Activities
3:30	Approved	Public Hearing to Amend a Lease of County-Owned Property at 4600-A West Ox Road and 6140 Rolling Road with CoxCom LLC (Springfield District)
3:30	Approved	Public Hearing to Amend a Lease of County-Owned Property at 2610 Reston Parkway with CoxCom LLC (Hunter Mill District)

**FAIRFAX COUNTY
BOARD OF SUPERVISORS
February 22, 2022**

ACTION ITEMS

1	Approved	<u>Approval of the Reciprocal Agreement Between the Virginia Department of State Police and Fairfax County During the Police Unity Tour</u>
2	Approved	<u>Approval of the High Intensity Drug Trafficking Area (HIDTA) State and Local Task Force Agreement Between the Fairfax County Police Department (FCPD) and the United States Department of Justice Drug Enforcement Administration (DEA), Asset Removal Group (33) (Northern VA Financial Initiative Task Force)</u>
3	Approved	<u>Approval of the Program - Funded State and Local Task Force Agreement Between the Fairfax County Police Department (FCPD) and the United States Department of Justice Drug Enforcement Administration (DEA) for the High Intensity Drug Trafficking Area (HIDTA) Group 5 (12)</u>
4	Approved	<u>Approval of the High Intensity Drug Trafficking Area (HIDTA) State and Local Task Force Agreement Between the United States Department of Justice, Drug Enforcement Administration (DEA), and the Fairfax County Police Department (FCPD)</u>
5	Approved	<u>Approval of a Lease Agreement for Commuter Parking at Springfield Plaza (Lee District)</u>
6	Approved	<u>Approval of Fairfax Connector's Reston – Herndon Bus Plan Service Changes (Dranesville, Hunter Mill, and Sully Districts)</u>
7	Approved	<u>Approval of an Increase to the Maximum Annual Financing Authorized Under the Current Master Lease Agreement</u>
8	Approved	<u>Adoption of a Resolution of Support for the Abandonment of a Portion of Richmond Highway (U.S. Route 1) (Mount Vernon District)</u>
9	Approved	<u>Approval of a Memorandum of Agreement (MOA) Between the Washington Metropolitan Area Transit Authority (WMATA) and Fairfax County to Formalize the Process of Providing Emergency Bus Support During Metrorail Disruptions at Metrorail Stations in Fairfax and Loudoun Counties</u>
10	Deferred to 3:30 p.m.; Approved	<u>Consideration of Approval of the Economic Incentive Program Application of LMC Alexandria Crossing Holdings, LLC (Mount Vernon District)</u>

**FAIRFAX COUNTY
BOARD OF SUPERVISORS
June 7, 2022**

**ACTION ITEMS
(continued)**

3	Approved	<u>Approval of Revisions to Chapters 2, 4 and 14 of the Personnel Regulations</u>
4	Approved	<u>Adoption of a Resolution Approving the Issuance of Fairfax County Economic Development Authority Revenue Refunding Bonds Series 2022 for the Benefit of Congressional School, Inc. (Mason District)</u>
5	Approved	<u>Board Approval of the Fairfax County Department of Transportation's (FCDOT) Fare Equity Analysis for Fairfax Connector Fare Changes</u>
6	Approved	<u>Approval of a Fourth Amendment to a Project Funding Agreement for County-Funded Roadway Improvements to Mulligan Road (Mount Vernon and Lee Districts)</u>
7	Approved	<u>Authorization to Enter Into a Memorandum of Understanding With the Dulles Area Transportation Association Related to Transportation Demand Management (Dranesville, Hunter Mill, and Sully Districts)</u>
8	Approved	<u>Approval of Project Agreements Between the Virginia Department of Rail and Public Transportation (DRPT) and Fairfax County for Fiscal Year (FY) 2022 Transit Capital Assistance Grant Funds</u>

**INFORMATION
ITEMS**

1	Noted	<u>Certification of Consistency - Fairfax County Redevelopment and Housing Authority Moving to Work Plan for Fiscal Year 2023 and Fairfax County Consolidated Plan</u>
---	--------------	--

CLOSED SESSION

Done [Closed Session](#)

**PUBLIC
HEARINGS**

3:30	Approved	<u>Decision Only on SEA 84-V-035-03 (Huntwood, L.L.C.) (Mount Vernon District)</u>
3:30	Approved	<u>Public Hearing on RZ 2021-SU-013/PCA 2003-SU-040-02 (4700 Centreville, LLC) (Sully District)</u>



**FAIRFAX COUNTY
BOARD OF SUPERVISORS
August 2, 2022**

**ADMINISTRATIVE
ITEMS
(continued)**

- | | | |
|----|-----------------|--|
| 10 | Approved | <u>Authorization to Advertise a Public Hearing on the County and Schools' FY 2022 Carryover Review to Amend the Appropriation Level in the FY 2023 Revised Budget Plan</u> |
| 11 | Approved | <u>Authorization to Advertise a Public Hearing on a Proposal to Prohibit Through Truck Traffic on Bull Run Post Office Road (Sully District)</u> |

ACTION ITEMS

- | | | |
|---|-----------------|--|
| 1 | Approved | <u>Establishment of Retail Fees for the Charging of Electric Vehicles at County-Owned Charging Stations</u> |
| 2 | Approved | <u>Authorization for the Fairfax County Redevelopment and Housing Authority to Provide Funding in the Amount of \$33,306,290 to Finance the Development of Somos at McLean Metro, McLean, Virginia (Providence District)</u> |
| 3 | Approved | <u>Authorization to Establish THRIVE Small Business Recovery Technical Assistance Grant Program</u> |
| 4 | Approved | <u>Authorization for the Fairfax County Redevelopment and Housing Authority (FCRHA) to Issue a Housing Blueprint Loan to a Joint Venture of AHC Inc. and Insight Property Group in the Amount of \$15,000,000 to Finance the Acquisition of Colvin Woods Apartments in Reston, Virginia (Hunter Mill District)</u> |
| 5 | Approved | <u>Approval of the FY 2022 and FY 2023 Community Services Performance Contract Amendment Between the Fairfax-Falls Church Community Services Board and the Virginia Department of Behavioral Health and Developmental Services</u> |
| 6 | Approved | <u>Approval of and Authorization to Execute a Standard Project Agreement with the Northern Virginia Transportation Authority for the Implementation of the Rock Hill Road Bridge/Davis Drive Extension-Dulles Toll Road Overpass (Dranesville District)</u> |

7	Approved	<u>Approval of the Fairfax Connector's October 1, 2022, Service Changes (Braddock, Dranesville, Hunter Mill, Lee, Mount Vernon, Providence, and Springfield Districts)</u>
---	-----------------	--

**FAIRFAX COUNTY
BOARD OF SUPERVISORS
September 13, 2022**

**ACTION ITEMS
(continued)**

- | | | |
|----|-----------------|--|
| 4 | Approved | <u>Approval of a Project Agreement Between the Virginia Department of Rail and Public Transportation (DRPT) and Fairfax County for FY 2023 I-66 Outside the Beltway Toll Revenue for the Implementation and Operation of New Fairfax Connector Bus Service</u> |
| 5 | Approved | <u>Approval of Fairfax Connector January 14, 2023, Service Changes (Braddock, Dranesville, Hunter Mill, Providence, Springfield, and Sully Districts)</u> |
| 6 | Approved | <u>Authorization to Sign Standard Project Agreements for Distribution of I-66 Inside the Beltway Toll Revenues for Multi-modal Projects in the I-66 Corridor (Providence, Dranesville, and Hunter Mill Districts)</u> |
| 7 | Approved | <u>Endorsement of Locally Preferred Alternative for the Soapstone Connector Project from Sunrise Valley Drive to Sunset Hills Road (Hunter Mill District)</u> |
| 8 | Approved | <u>Approval of and Authorization to Execute a Memorandum of Agreement for the Soapstone Connector Project from Sunrise Valley Drive to Sunset Hills Road (Hunter Mill District)</u> |
| 9 | Approved | <u>Resolution of Support for Modifications of the Limited Access Line at the Intersection of Franconia-Springfield Parkway and Walker Lane to Provide Direct Vehicle and Pedestrian Access (Lee District)</u> |
| 10 | Approved | <u>Approval of a Resolution to Authorize the Extension of Time to Issue General Obligation Bonds for Transportation Improvements</u> |
| 11 | Approved | <u>Authorization to Execute a Project Agreement with the City of Fairfax for the Construction and Maintenance of CUE Bus Stops (Providence District)</u> |
| 12 | Approved | <u>Approval of Request to Rename Lee Highway as Route 29 and Lee-Jackson Memorial Highway as Route 50 (Braddock, Providence, Springfield, and Sully Districts)</u> |
| 13 | Approved | <u>Resolution of Support for Modifications to the Existing Limited Access Lines along Gallows Road in Merrifield (Providence District)</u> |

Appendix H: FCDOT Title VI Plan Fairfax County Board Approval

The Fairfax County Board of Supervisors met, considered, and approved the Fairfax County Department of Transportation (FCDOT) Title VI Program Update on July 25, 2023.

**FAIRFAX COUNTY
BOARD OF SUPERVISORS
July 25, 2023**

AGENDA

9:30	Done	Presentations
9:30	Done	Board Appointments to Citizen Boards, Authorities, Commissions, and Advisory Groups
10:00	Done	Matters Presented by Board Members
10:00	Done	Items Presented by the County Executive

**ADMINISTRATIVE
ITEMS**

1	Approved	Authorization to Advertise a Public Hearing on the County and Schools' FY 2023 Carryover Review to Amend the Appropriation Level in the FY 2024 Revised Budget Plan
2	Approved	Authorization to Advertise a Public Hearing on the Acquisition of Certain Land Rights Necessary for the Construction of Merrifield Capacity Sewer Upgrade (Providence District)
3	Approved	Authorization for the Department of Public Works and Environmental Services to Apply for and Accept Grant Funding from U.S. Department of Defense – Defense Community Infrastructure Pilot Program Grant
4	Approved	Extension of Review Period for 2232 Applications for Temporary and Permanent Facilities for the West Annandale Fire Station # 23 (Mason District)
5	Approved	Extension of Review Period for 2232 Application James Lee Community Center Athletic Field (Mason District)

ACTION ITEMS

1	Approved	Approval of a Board of Supervisors' Draft Regular Meeting Schedule for Calendar Year 2024
2	Approved	Approval of a Parking Reduction for the Converge Development (Dranesville District)
3	Approved	Approval of a Parking Reduction for 8110 Gatehouse Road and 2990 Telestar Court (Providence District)
4	Approved	Approval of the Metropolitan Washington Regional Fair Housing Plan



**FAIRFAX COUNTY
BOARD OF SUPERVISORS
July 25, 2023**

**ACTION ITEMS
(Continued)**

5	Approved	Approval of a Plain Language Explanation for the 2023 Bond Referendum for Improvements to Public Schools
6	Approved	Approval of a Resolution to Support the Abandonment of a Portion of Hooes Road, Route 636 (Franconia District)
7	Approved	Authorization for the Fairfax County Redevelopment and Housing Authority to Utilize Up To \$8.0 Million of the County's American Rescue Plan Act, Coronavirus State and Local Fiscal Recovery Funds Allocation for the Acquisition of the Telearstar Court Redevelopment (Providence District)
8	Approved	Adoption of a Resolution Approving the Issuance of Fairfax County Economic Development Authority Residential Care Facility Revenue Refunding Bonds Series 2023 for the Vinson Hall Retirement Community (Dranesville District)
9	Approved	Approval of Revisions to Fairfax County's Road Fund Guidelines (Braddock, Dranesville, Hunter Mill, Providence, Springfield, and Sully Districts)
10	Approved	Adoption of a Resolution for the McLean Volunteer Fire Department Fire and Rescue Equipment Financing (Dranesville District)
11	Approved	Board Approval of Fairfax County's Title VI Program for the Federal Transit Administration (FTA)
12	Approved	Approval of a Resolution Endorsing Projects Being Submitted to the Northern Virginia Transportation Authority for Fiscal Year 2024 to Fiscal Year 2029 Regional Funding

CLOSED SESSION

Done Closed Session

**PUBLIC
HEARINGS**

3:00 **Approved** Public Hearing to Lease County-Owned Properties for the Purpose of Installing Solar Facilities (Franconia, Mason, and Braddock Districts)