



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

FAIRFAX COUNTY TITLE VI PROGRAM

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CHAPTER 1: REQUIREMENTS AND GUIDELINES

1.1 TITLE VI Public Notice

The following language will be used to notify the public of their rights under Title VI:

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: 703-339-7200.

The final line of the notice, informing the public of the availability of language assistance, has been translated on the notice into the following languages: Spanish, Korean, Vietnamese, Chinese, Amharic¹, Hindi², Arabic, Urdu, Farsi, and Tagalog

¹ The U.S. Census lists only "African languages" for all African languages, but Amharic will be used as the largest African immigrant population in Fairfax County was born in Ethiopia, per American Community Survey, 2011, 5-year estimates.

In addition, the Title VI public notice has been translated into each of the languages identified above. Below is a copy of the Spanish language version of Fairfax County's Title VI Notice:

Figure 1 Public Notification of Rights Under Title VI (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: 703-324-2953, usuarios de la línea TTY al 711.



Suscríbese hoy PARA RECIBIR NOTICIAS DEL CONDADO DE FAIRFAX



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

Thirty-six percent (36%) or over 360,000 people in Fairfax County speak a language other than English at home.³ The languages above were selected based on the fact they 1) constitute the ten most prevalent non-English languages spoken in Fairfax County, and 2) they correlate with the ten highest numbers of individuals who speak English “less than very well.” Together, speakers of the ten languages selected for

² “Other Indic Languages” fell into the top ten languages with individuals speaking English “less than very well” while Hindi had the 12th highest number of speakers speaking English “less than very well.” As many speakers of other Indic Languages may also speak or have knowledge of Hindi, Hindi was included on this list.

³ American Community Survey, 2011, 5-year estimates.

use on the Notice comprise 80 percent of all of the speakers of languages other than English in Fairfax County.

Fairfax County Department of Transportation's (FCDOT) 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 transit-related activities of FCDOT. 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
 - 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
- Each month, a link to the Title VI Notice on the Fairfax Connector website will be tweeted through Fairfax Connector's Twitter account: @ffxconnector
- On Fairfax Connector's Facebook "About" page at: <https://www.facebook.com/fairfaxconnector/info>

1.2 Title VI Complaint Procedures and Form

Fairfax County Department of Transportation (FCDOT) Title VI Complaint Procedures have been posted on Fairfax Connector's website 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 corrective or disciplinary actions. 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 person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington DC 20590.

Fairfax County utilizes the form presented below as its current Title VI complaint form for citizens. The form is available on Fairfax County's website in PDF format at: <http://www.fairfaxcounty.gov/ohrep/epd/>. The form can also be obtained at the following locations:

- Fairfax County Office of Human Rights and Equity Programs, 12000 Government Center Parkway, Fairfax, Virginia 22035
- Fairfax County Department of Transportation Administrative Offices at 4050 Legato Road, 4th Floor, Fairfax, Virginia 22033
- 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
 - Tysons West*Park Transit Station, 8300 Jones Branch Drive, McLean, Virginia 22102



County of Fairfax, Virginia

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.

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; a person may also file a transit related complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington DC 20590) 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:

Best time to call:

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 all that apply):

- | | | |
|--|--|---|
| <input type="checkbox"/> Race _____ | <input type="checkbox"/> Veteran's Status | <input type="checkbox"/> Political Affiliation |
| <input type="checkbox"/> Color _____ | <input type="checkbox"/> Retaliation | <input type="checkbox"/> Age – Date of Birth: _____ |
| <input type="checkbox"/> National Origin _____ | <input type="checkbox"/> Sex or Gender | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Religion _____ | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Creed _____ | <input type="checkbox"/> Marital Status | <input type="checkbox"/> 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).

1.3 Service Area Profile

Demographic and Service Profile Maps and Charts

The maps in Figures 1 and 2 below display the concentration and distribution of minority and low-income populations residing in Fairfax County, along with the distribution 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 and low-income residents reside.

Figure 1 shows the distribution of minority populations in Fairfax County in relation to Fairfax Connector and Metrobus service. The minority population is calculated from the 2010 U.S. Decennial Census at the Census Tract level, as the total population minus the non-Hispanic white population. Overall 45.6 percent of the county's population is minority. Census Tracts that fall within the two highest classes in Figure 1 represent areas where the share of minority population is greater than in the County as a whole.

Fairfax County's Department of Planning and Zoning defines low-income households as households where the 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 utilized the HUD Fair Market Rents (FMR) income limits to determine the area median income; for the Washington-Arlington-Alexandria, DC-VA-MD HUD Metro FMR Area (which includes Fairfax County), the median household income is \$107,300. Therefore, low-income, defined as 50 percent of median household income for a family of four (a typical measure), is \$53,650.

Using the definition above, Figure 2 shows how low-income (and very low income) households are distributed within Fairfax County in relation to Fairfax Connector and Metrobus routes and Metrorail stations. Income data was pulled from the U.S. Census Bureau's American Community Survey, Five Year Estimates, 2008-2012, Table B19001 (Household income in the past 12 months, using 2012 inflation-adjusted dollars), at the Census Tract level.

Figure 2 Minority Populations in Fairfax County (by Census Tract)

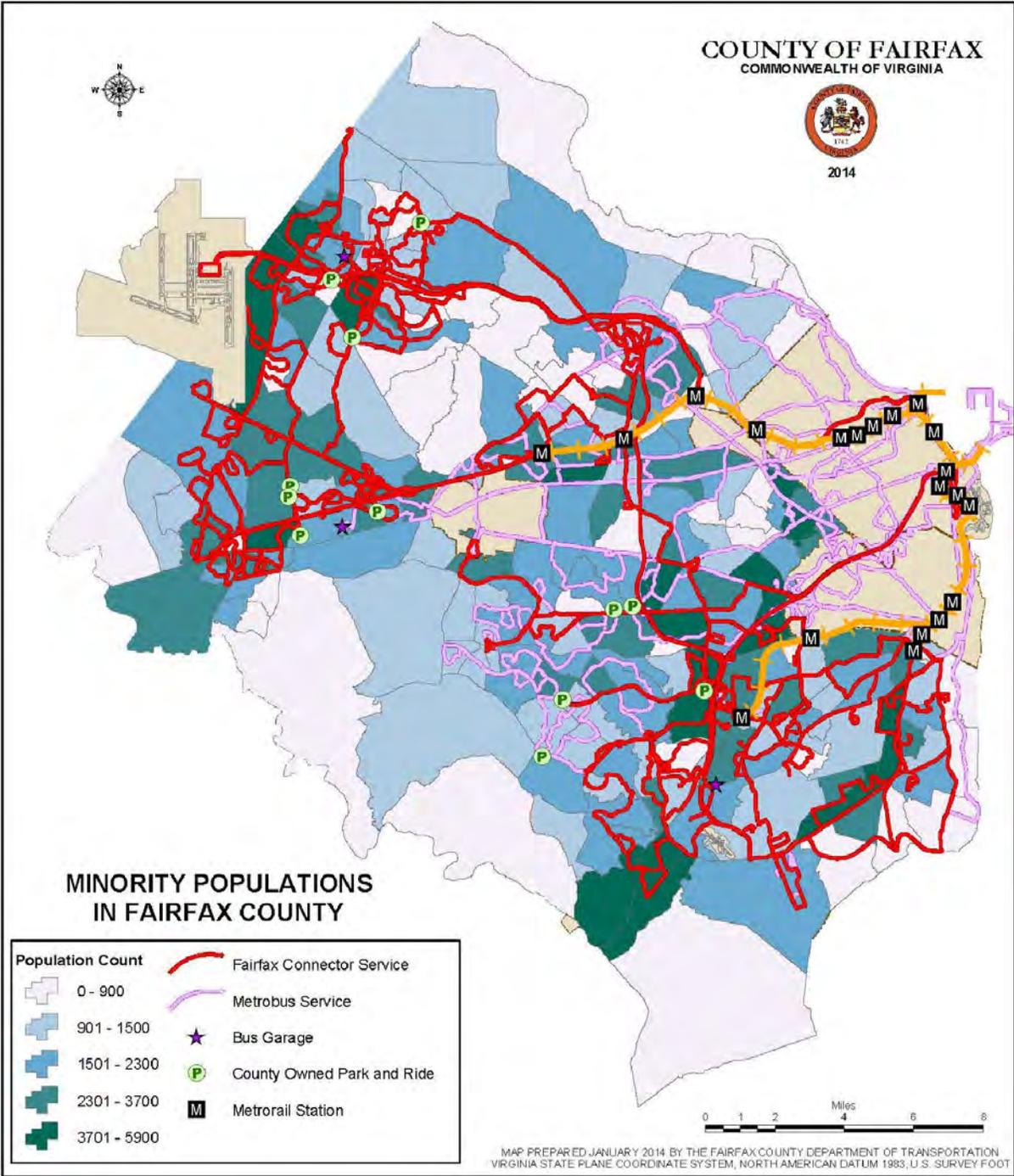
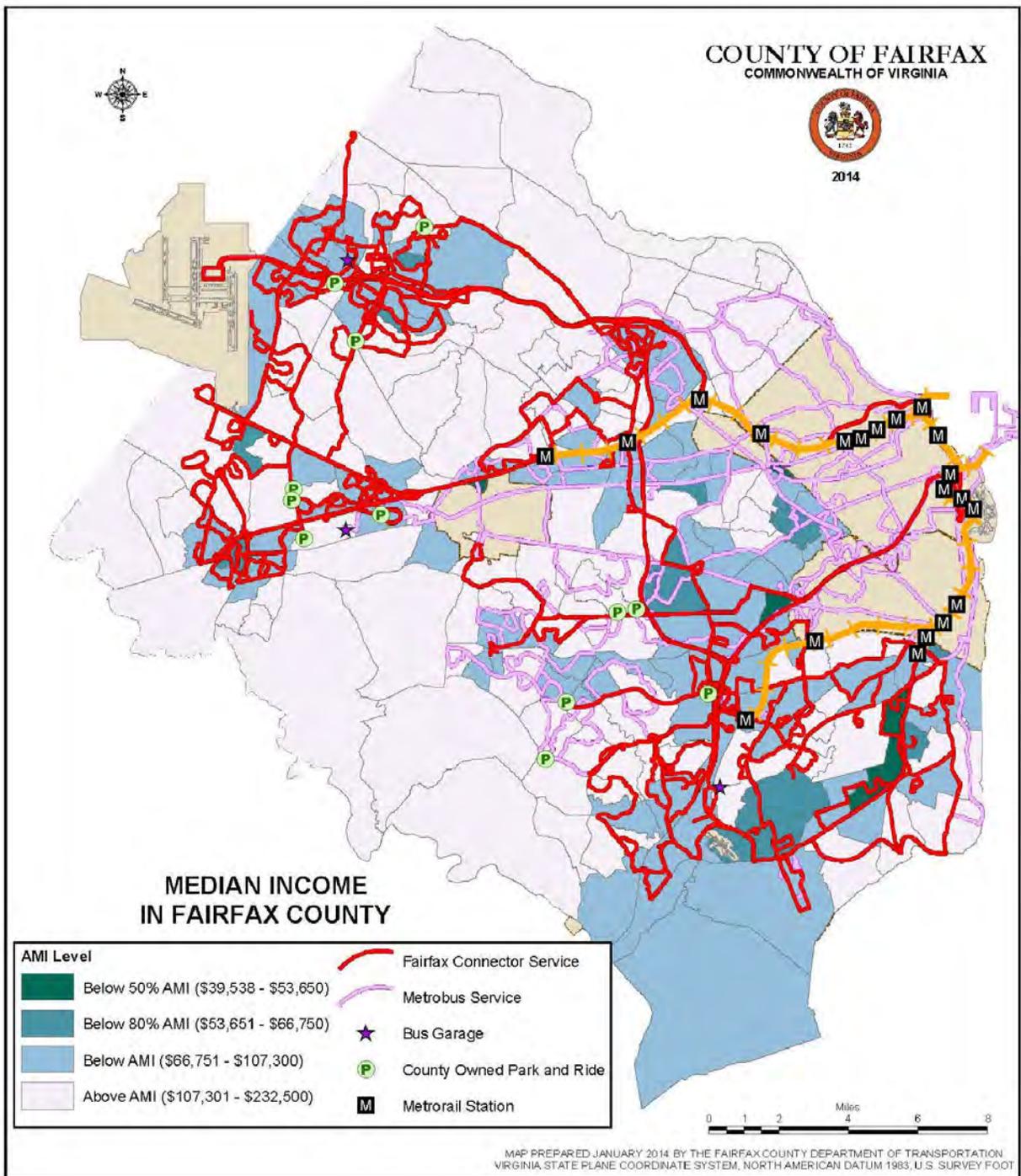


Figure 3 “Very Low Income” and “Low Income” Populations in Fairfax County (by Census Tract)



Demographic Ridership and Travel Patterns

The 2009 Fairfax County Transit Development Plan⁴ included an on-board customer survey that was administered in 2008 to a random sample of Fairfax Connector bus riders. The survey consisted of 22 questions. Survey results were collected from 6,635 respondents and the results were weighted to represent actual ridership. The survey results reflect the general transportation profile of Fairfax Connector riders as a whole, as well as specific trends within the service area.

A majority, 67 percent, of survey respondents identified as a minority ethnicity/race (i.e., Black, Hispanic, Asian, and Native American). Just 49 percent of all residents living within a quarter-mile of Fairfax Connector service are minorities, showing that minority individuals are more likely than non-minorities to be users of the Fairfax Connector system.⁵ The travel behavior patterns documented in the 2008 ridership survey for all riders are likely reflective of those of the system’s minority riders, given the fact that minority riders comprise two-thirds of total ridership.

On the routes that the County classifies as South County routes, 73 percent of respondents were minority compared with 61 percent of the respondents from North County routes. Due to the large geography encompassed in the Fairfax Connector service area and the demographic differences in North County and South County riders, survey data is presented as a percent of total riders, percent of North County riders, and the percent of South County riders.

Table 1 Race / Ethnicity of Fairfax Connector Riders

Race / Ethnicity ⁶	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
White	35	41	29
Minority	67	61	73
Black / African American	31	20	39
Hispanic	20	18	22
Asian	14	20	9
Native American	2	2	3

The survey was available in both English and Spanish. Thirteen percent of all surveys were taken in Spanish; 15 percent of surveys distributed on South County routes were taken in Spanish and 11 percent of surveys distributed on North County routes were taken in Spanish.

⁴ 2009 Fairfax County Transit Development Plan, available online at: <http://www.fairfaxcounty.gov/fcdot/tdp.htm>, as of February 28, 2014.

⁵ This figure was calculated using U.S. Census Bureau, American Community Survey, 2008-2012, 5-year estimate data.

⁶ 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.

Table 2 Survey Questionnaire Administered in English and Spanish

Questionnaire Type	Percent of Total Surveys Administered	Percent of North County Surveys Administered	Percent of South County Surveys Administered
English	87	89	85
Spanish	13	11	15

The median household income of survey respondents was \$36,770, which is below the low-income threshold (\$53,650) for Fairfax County. The median household income reported among riders of North County routes is \$52,570, but it is only \$29,350 for riders of South County routes. When asked about frequency of bus ridership, riders with an annual household income of \$30,000 or less were more likely than those with a higher income to take the bus seven days per week and more likely to not have a vehicle available to them to make the trip.

Table 3 Fairfax Connector Riders Household Income

Income	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
\$10,000 or less	20	16	23
\$10,001 to \$20,000	12	10	14
\$20,001 to \$30,000	11	7	14
\$30,001 to \$40,000	11	9	12
\$40,001 to \$50,000	6	6	7
\$50,001 to \$60,000	7	8	6
\$60,001 to \$70,000	5	6	4
\$70,001 to \$80,000	4	5	4
\$80,001 to \$100,000	7	9	5
\$100,001 to \$125,000	7	9	5
\$125,001 to \$150,000	4	5	3
More than \$150,000	7	10	4

Sixty-three percent of all riders did not have access to a vehicle to make a trip on the day that they were surveyed (Table 4), and 40 percent of Fairfax Connector riders do not have a usable vehicle available in their household (Table 5). Thirteen percent of riders would not be able to make their desired trip if the Fairfax Connector bus were not available (Table 6). This pattern is more pronounced in the South County as 69 percent of riders responded that they did not have a vehicle available in comparison to the 57 percent of North County riders who responded that they did not have a vehicle available. Similarly, 43 percent of South County respondents noted that they live in zero vehicle households versus 37 percent of North County respondents.

Table 4 Availability of Usable Vehicle to Make the Trip Today

Availability of Usable Vehicle to Make the Trip Today	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
Yes	37	43	31
No	63	57	69

Table 5 Fairfax Connector Riders Availability of Vehicles

Number of Usable Cars, SUVs, Vans or Trucks in Household	Percent of Total	Percent of North County	Percent of South County
None	40	37	43
One	29	28	30
Two	23	26	20
Three or More	8	9	7

Table 6 Use of Other Modes if Fairfax Connector Were Not Available

Alternative Modes if Bus Not Available ⁷	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
Drive	27	36	20
Get a ride/Carpool	20	16	23
Taxi	14	11	17
Net: Public Transportation ⁸	12	11	13
Would go elsewhere by bus	9	9	9
Metrorail	1	1	2
Shuttle (not specific)	1	1	1
Walk	10	9	11
Bike	2	2	2
Would not go at all	13	14	12

Table 7 Reasons for Using Fairfax Connector

Reasons for Using the Bus ⁹	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
Net: No Alternative ¹⁰	40	35	44
Have no alternative – no car	25	23	27
Have no alternative – no driver's license	16	14	19
Economical/Cheaper than gas	35	36	35
Prefer not to drive	15	18	12
Faster than driving	6	7	5
Parking is unavailable/expensive	5	5	4
Car/ride not available today	5	5	5
Better for environment	1	1	<1

⁷ Percentages do not equal 100 percent due to rounding.

⁸ Numbers in italics total to the net number above them.

⁹ Percentages do not equal 100 percent due to rounding.

¹⁰ Numbers in italics total the net number above them. Percentages may not equal 100 percent due to rounding.

Eighty-five percent of survey respondents are frequent Fairfax Connector riders and make a particular bus trip on a weekly basis. Sixty-one percent said they make a particular trip by bus at least five times per week. There is little difference between the North County Riders and South County Riders with regard to how frequently they make a particular trip.

Table 8 Frequency of Particular Trip by Bus

Frequency of Particular Trip by Bus ¹¹	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
Net: Weekly	85	86	85
7 days per week	<i>13</i>	<i>11</i>	<i>15</i>
6 days per week	<i>9</i>	<i>7</i>	<i>12</i>
5 days per week	<i>39</i>	<i>43</i>	<i>36</i>
3-4 days per week	<i>12</i>	<i>13</i>	<i>10</i>
1-2 Days per week	<i>12</i>	<i>12</i>	<i>12</i>
Net: Less often	9	9	9
1-2 days per month	<i>6</i>	<i>6</i>	<i>6</i>
Less than one day per month	<i>3</i>	<i>3</i>	<i>3</i>
First time making this trip	6	5	6

Sixty-one percent of respondents who provided both a starting location AND a destination in their survey response use the Fairfax Connector service for commuting. The onboard survey found that most riders surveyed were traveling from either home or work, 54 percent and 28 percent respectively (Table 9). The origin trip purpose was consistent between North County and South County riders. The survey found that most trip destinations were also either home or work, 37 percent for both trip purposes (Table 10). Similar to the trip origin, the trip destination is also very similar between the North County and South County riders with little discernable difference within the county.

Table 9 Fairfax Connector Riders Trip Purpose

Starting Place ¹²	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
Home	54	55	54
Work	28	29	27
Shopping	5	3	6
Social/Recreation/Sightseeing	4	5	4
Personal Business	4	4	4
School (students only)	2	1	2
Job-related business	1	2	1

¹¹ Numbers in italics total to the net number above them.

¹² Percentages do not equal 100 because multiple responses were accepted.

Table 10 One-Way Trip Destinations

Destination of One-Way Trip	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
Home	37	38	37
Work	37	38	35
Shopping	8	6	9
Personal Business	7	7	7
Social/Recreation/Sightseeing	5	5	5
Job-related business	2	3	1
School (students only)	1	1	2
Church	1	<1	1

Sixty-six percent of respondents rode at least two buses and/or train lines when making their one way trip. Twenty-one percent took three or more buses and/or train lines on their one-way trip. Only 29 percent of North County riders were able to complete their entire trip on a single bus trip while 39 percent of South County riders were able to complete their entire trip on a single bus trip.

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 North County Riders	Percent of South County Riders
This bus only	34	29	39
Two	45	46	44
Three	16	19	13
Four	5	6	4

Forty-eight percent of respondents used cash, while 41 percent paid with a SmarTrip® card (Table 12). Use of SmarTrip® cards is more prevalent among North County riders, 48 percent, and less likely among South County riders, where only 35 percent of riders use SmarTrip®.

Table 12 Means of Payment for Bus Ride

Means of Payment for Bus Ride ¹³	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
Cash	48	43	51
SmarTrip	41	48	35
Rail-to-bus Transfer	3	2	4
Weekly Pass	2	1	3
Regional Bus Transfer	2	2	2
Senior/Disabled Fare	1	1	1
Day Pass	1	1	1
Monthly Pass	1	<1	1
Ten trip Ticket	<1		<1
Other	1	1	1

¹³ Percentages do not equal 100 due to rounding.

Nearly half of all riders accessed Fairfax Connector service by foot, and sixty-three percent of riders arrived at their final destinations by walking (Table 13). Walking is a more prevalent access mode among South County riders, 55 percent, than North County riders, where 42 percent reached their Fairfax Connector bus by driving. It is more common among North County riders to either drive and park or be dropped off as an access mode than among South County riders, 12 percent and 6 percent respectively (Table 13). Upon egress, walking is also a more common mode of transportation for South County riders, 67 percent, than for North County riders, 58 percent (Table 14).

Table 13 Fairfax Connector Mode of Access

Mode of Access ¹⁴	Percent of Total Riders	Percent of North County Riders	Percent of South County Riders
Walked	49	42	55
Net: Public Transportation	40	43	37
Transferred from Metrorail	25	28	23
Transferred from another bus	14	15	13
Transferred from MARC	<1	<1	<1
Transferred from VRE	<1	<1	1
Transferred from Amtrak	<1	<1	<1
Net: Car	9	13	6
Drove and parked	5	8	2
Dropped off by someone	4	4	4
Rode with someone who parked	1	1	1
Bicycle	1	1	<1
Wheelchair	<1	<1	<1
Taxi	<1	<1	<1
Other	<1	1	<1

¹⁴ Numbers in italics total to the net number above them. Percentages do not equal 100 due to rounding.

Table 14 Fairfax Connector Mode of Egress

Mode of Egress ¹⁵	Percent of Total	Percent of North County	Percent of South County
Walk	63	58	67
Net: Public Transportation	30	30	29
Transfer to Metrorail	<i>19</i>	<i>20</i>	<i>17</i>
Transfer to another bus	<i>11</i>	<i>11</i>	<i>12</i>
Shuttle (not specific)	<i><1</i>	<i><1</i>	<i><1</i>
Transfer to MARC	<i><1</i>	<i><1</i>	<i><1</i>
Transfer to VRE	<i><1</i>	<i><1</i>	<i>1</i>
Transfer to Amtrak	<i><1</i>	<i><1</i>	<i><1</i>
Net: Car	9	13	4
Drive a vehicle that was parked	<i>5</i>	<i>9</i>	<i>2</i>
Picked up by someone	<i>3</i>	<i>4</i>	<i>2</i>
Ride with someone who parked	<i>1</i>	<i><1</i>	<i>1</i>
Bicycle	1	1	1
Taxi	1	1	1
Wheelchair	<1	<1	<1
Other	1	<1	1

The rider survey results show that a majority of Fairfax Connector riders are likely to be one of the following: minority, low-income, or transit dependent. Overlap among these characteristics may also exist. While most riders are English speaking, there is also a significant Spanish speaking portion of the system’s overall ridership. It is apparent that most riders use Fairfax Connector for work trips and that many trips require at least one transfer, either from another Fairfax Connector bus or from another regional transit service provider. The survey results also demonstrate characteristics of typical transit trips on Fairfax Connector routes which helps the County to better understand their customers’ travel needs. Fairfax Connector began administering a new customer survey in 2013 and will review the results of this survey closely to identify changes in system demographics and travel behavior patterns.

¹⁵ Numbers in italics total to the net number above them. Percentages do not equal 100 due to rounding.

1.4 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: the Transportation Advisory Commission (TAC), the Commission on Aging (COA), the Fairfax Area Disability Services Board, and the Mobility and Transportation Committee. The table below 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	Latino	African American	Asian American	Native American
Fairfax County Population (2010 Census)	63%	16%	9%	18%	0.2%
Transportation Advisory Commission	100%	0%	0%	0%	0%
Fairfax Area Commission on Aging	82%	0%	9%	9%	0%
Fairfax Area Disability Services Board	93%	0%	0%	0%	7%
Mobility & Transportation Committee (Disability Services and Long Term Care)	75%	0%	10%	15%	0%

The *Transportation Advisory Commission* (TAC) advises the Board of Supervisors 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 (9); one at-large; and one Disability Services representative. All members are appointed by the Board of Supervisors. 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.

FCDOT staff will work with the Board of Supervisors to ensure that they are aware of non-Caucasian individuals who may have an interest in serving on the TAC and the importance of having a TAC that is representative of Fairfax County's diverse population. Staff also will work proactively with community-based organizations, Fairfax County departments including the Office of Human Rights and Equity Programs (OHREP) and the Department of Neighborhood and Community Services (NCS), to identify minority individuals who have an interest in transit service and make the names of those individuals available to the Board for possible appointment to the TAC.

The *Fairfax Area Commission on Aging* works to increase awareness of problems affecting Fairfax's aging population and organizes activities to improve the well-being of the County's senior population. The Commission on Aging includes 12 members who each serve two-year terms. The Commission members include one representative from each magisterial district (9); one at-large representative; one representative from the City of Fairfax; and one representative from the City of Falls Church. The Commission is made up of more than 50 percent older persons, including minority individuals; representative of older persons; representative of health care provider organizations, supportive services provider organizations; persons with leadership experience in the private and voluntary sectors, local elected officials, and the general public. The Commission meets twice a month 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 seniors in the Fairfax area.

The *Fairfax Area Disability Services Board* provides the Fairfax County government with input, assistance, and advice on the service needs of persons with physical and sensory disabilities. The Fairfax Area Disability Services Board has 15 members who each serve three-year terms. Members can serve for up to three terms. The members of the Fairfax Area Disability Service Board include appointees from each magisterial district (9); 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 Board 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 *Mobility and Transportation Committee* aims to create a multi-modal transportation system in Fairfax County that affords personal independence, choice, and full participation by all individuals regardless of age, disability, or economic status in a safe, accessible, affordable, reliable, timely, and sustainable manner. The Committee promotes funding for transit studies, advocates for improved transportation access, and encourages government and community based organizations to utilize best practices in mobility management. The Mobility and Transportation Committee co-chairs are members the Disability Services Board and the Long Term Care Coordinating Council, but membership is open to all residents. There is no limit on the number of committee members; currently, there are 20 members comprised of volunteers from the public. Committee members serve for as long as they wish to participate on the committee. Meetings are open to the public and are advertised on Fairfax County's website calendar.

1.5 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 2010 and 2013.

1.6 Land Acquisition for Purposes of Facility Construction

Fairfax County has not constructed any facilities cited by 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 2010-2013.

1.7 Sub-recipients of Federal Transit Administration Funding

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

1.8 Public Participation Plan

Introduction and Goals

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

Three goals were developed to guide FCDOT's Public Participation Plan:

- 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, background, and opportunities for input on all projects in a manner that is accessible to Title VI protected populations and low-income populations throughout Fairfax County. Moving forward, FCDOT intends to strengthen relationships with minority, LEP, and low-income populations, relevant community groups, and other stakeholders to create a culture that promotes continuous feedback and a high-level of trust with these populations.

Project Examples

Service Change Notifications Public Outreach Process

FCDOT conducts outreach to inform and seek input from Fairfax Connector riders about service changes that will impact their routes and communities. Service change outreach efforts are targeted around the geographic areas that are directly impacted by the 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 on the changes 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. Translation 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 translation 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 two examples of public outreach related to typical service change notifications:

- In April 2011 Fairfax County closed the Reston East Park-and-Ride lot to facilitate the construction of the Wiehle-Reston East Metrorail Station parking garage, opened the Sunset Hills Interim Park-and-Ride lot, and created a new Fairfax Connector route, Route 555. Staff developed an outreach plan consisting of public meetings and public notices to inform the public about these changes. The public meetings were held at transit accessible locations located near the affected areas. Notices about the changes were posted on buses, bus shelters, and on the Fairfax Connector's website, and were handed out directly to passengers. Translation

services were available upon request at these public meetings, but no translation services were requested.

- In September 2011 Fairfax Connector modified service in South Fairfax County, due to the impact of the Base Realignment and Closure (BRAC) process on Fort Belvoir. A significant Hispanic population lives in the neighborhoods served by two of the impacted routes, Route 310 and Route 171. Flyers informing the public of the service change and their opportunity to comment on the proposed changes were printed in both English and Spanish and were posted on buses and at bus shelters. This information also was available on Fairfax Connector's website. Three public meetings were held in transit accessible locations along the routes being impacted. Translation services were offered at the public meetings, but none were requested. During the week of the service change, staff went out to key transfer and boarding locations and provided printed information in both English and Spanish directly to riders to ensure that they were aware of the route and schedule modifications.

Silver Line Outreach Campaign

For more significant service changes, FCDOT engages in a larger, more robust public outreach process. The most recent example involved the launch of major service changes for the Fairfax Connector, in conjunction with the launch of the Washington Metropolitan Area Transit Authority (WMATA) Silver Line project. WMATA's Silver Line project is a 23.1 mile Metrorail extension that will connect the Fairfax County communities of Tysons, Reston, Herndon, and Dulles International Airport to the regional rail system. In 2014, WMATA will be opening the first phase of Silver Line service, including four stations in Tysons Corner and one in Reston. Fairfax Connector has planned a major service change that will modify more than *40 percent* of the Connector's existing service in response to the opening of the Silver Line Phase I.

FCDOT's Silver Line Bus Service Plan was developed to increase transit ridership and encourage the use of the Metrorail Silver Line by providing bus service to the new Silver Line stations in Tysons Corner and Reston. The Silver Line Bus Service Plan is derived from recommendations from Fairfax County's Transit Development Plan (TDP), and categorized by two distinct efforts: the realignment, enhancement, and addition of feeder routes in the Herndon, Reston, Tysons, McLean, and Vienna areas; and the implementation of a circulator bus system within Tysons.

Two rounds of public outreach were employed to support the development of Silver Line Bus Service Plan. The first round of public outreach included six two-hour public meetings (each followed by an online chat) within the Dulles corridor between January 31, 2013, and February 11, 2013. At each meeting, a preliminary bus service plan was presented and feedback was received.

To advertise the first round of meetings, FCDOT completed the following:

- Issued a press release to local media outlets approximately two weeks before the first meeting.
- Included the press release information in a flyer and posted it on the FCDOT website, as well as in key locations in the Dulles corridor and posted on Fairfax Connector buses.
- Placed public meeting information on the County's public meeting calendar.
- Posted public meeting information on social media (Facebook, Twitter).
- Placed a bus hanger (in English and Spanish) on all the buses in the service area, alerting existing riders to the meetings and to the potential for service changes to their route.

After the first round of public meetings, staff compiled approximately 380 comments from the public and revised the service plan. FCDOT staff then initiated a second round of public outreach to gather final comments on the revised plan. Round two of the public outreach process included six two-hour public meetings and online chats. FCDOT received an additional 200 comments during the second round of public meetings. To support the second round of meetings, FCDOT staff completed the following:

- Emailed participants of the first round of meetings, for whom FCDOT had email addresses, to invite them to participate in the second round of meetings.
- Issued a press release to local media outlets approximately two weeks before the first meeting.
- Included the press release information in a flyer and posted it on the FCDOT website, as well as in key locations in the Dulles corridor and posted on Fairfax Connector buses.
- Placed public meeting information on the County's public meeting calendar.
- Posted public meeting information on social media (Facebook, Twitter).

During the course of Silver Line public outreach and planning, FCDOT determined that a larger information campaign that targets Title VI communities also would be needed when the new services begin operating. FCDOT now is preparing to implement a large-scale outreach campaign to provide information on the Silver Line opening and the related Fairfax Connector service changes, targeted to residents in impacted neighborhoods. In partnership with WMATA, FCDOT is conducting public meetings and other efforts to educate the public about the Silver Line opening. FCDOT's Silver Line outreach campaign targets impacted populations at a hyper-local level that WMATA does not have the capacity to reach. This includes meetings with community groups, holding or attending events in the impacted areas, and using electronic and traditional media to provide information about the Silver Line and changes to Fairfax Connector service. The Silver Line outreach campaign aims to specifically engage residents from underserved and disenfranchised populations: minorities, LEP individuals, persons with disabilities, older adults, and individuals and families living within lower income brackets.

In developing the Silver Line outreach campaign, FCDOT worked closely with NCS to develop a strategic outreach plan to reach the targeted communities more effectively. The resulting plan uses a grassroots approach to place Fairfax County staff within easy reach of these populations, with a variety of strategies, including meeting people where they are: community centers, retirement homes, and transit centers, with translators and in formats that allow for one-on-one interaction. The strategies recommended for input into the Silver Line outreach effort have been incorporated into this public participation plan.

The Silver Line outreach campaign also incorporates assistance from other parts of Fairfax County government. FCDOT is developing a map book for a "train the trainer" program to provide to community centers, libraries, and other government facilities. This will allow staff to provide information on the Silver Line changes in an environment that residents find familiar and trustworthy. The train the trainer program will include information about existing routes, where changes will be occurring, and what new service riders can use.

Development of Public Participation Plan Strategies

During the development of the Silver Line Outreach Campaign, FCDOT contacted staff in the County Executive's office, NCS, FCPD, and the Hunter Mill magisterial district to obtain information and form critical partnerships to allow FCDOT to better involve minority, low-income, and LEP populations. As a result, several best practice strategies were developed, including:

- *Meet people where they are, rather than asking people to come to Fairfax Connector meetings to provide input or obtain information.* For Silver Line outreach, CDOT received a list of the relevant locations, including community centers, senior centers, medical centers, houses of worship, and County-owned and other multifamily residential complexes.
- *Engage with community-based organizations to reach their members and understand the best ways to reach their members and constituents.* FCDOT received a list of organizations relevant to the Silver Line Outreach Campaign.
- *Speak at monthly meetings for local human services agencies.* Human services agency staff can help with distributing information on transit service changes and opportunities for providing input. Human services agency staff also can share their insight into the transportation challenges of the populations they serve with FCDOT staff.
- *Utilize Fairfax County Public Schools (FCPS) communication channels and resources to reach parents.* Sending information home with students at schools in neighborhoods impacted by the Silver Line service changes was recommended. FCPS parent liaisons can provide a direct link to provide transit-related information to families in Title VI and other traditionally underserved populations.
- *Focus on providing translated print materials in Spanish, Korean, Vietnamese, Mandarin Chinese, and Cantonese Chinese, Amharic, Hindi, Arabic, Urdu, Farsi and Tagalog, as appropriate.* These are the primary languages for which translation is needed within Fairfax County.
- *Buy PSA time on Spanish-language media channels, including Univision, Telemundo, and Spanish-language radio stations.* Spanish-language PSAs have proven effective in distributing information to Fairfax County's Hispanic community.
- *Be available for one-on-one interactions.* For the Silver Line outreach, FCDOT will provide interpreters for FCDOT staff members during outreach activities.
- *Create targeted how-to videos to familiarize seniors with how to use transit.*
- *Provide SmarTrip® cards as an incentive to increase participation.*
- *Create train-the-trainer programs and materials for community center staff.* Provide resources including schedules, brochures, and route maps to community center staff so that they can provide transit information to the general public.

Several strategies for holding effective public meetings that are inclusive for all populations also were documented:

- *Be available and conduct public outreach at all times of day, including weekends.* This enables individuals working different types of schedules, including individuals with shift-work jobs that take place outside of traditional business hours and on the weekend, to participate in meetings.
- *Provide child care for larger meetings.* FCDOT can leverage volunteer coordinators at community centers, as these child care volunteers are already background-checked.
- *Have snacks at meetings.* Providing food increases participation.
- *Conduct meetings within walking distance of residential hubs.* Holding meetings in easily accessible locations increases attendance.

FCDOT now is in the process of formalizing a partnership with NCS and other human services agencies and organizations which have direct access to minority, LEP, and low-income populations. These groups can assist with selecting outreach methods, venues, and partners for transit-related public participation activities in the future.

Public Outreach Strategies

FCDOT referred to existing project best practices, federal guidance, national best practices reviews, including FTA Circular 4703.1 Environmental Justice Policy Guidance for Federal Transit Administration Recipients and National Cooperative Highway Research Program Report 710: *Practical Approaches for Involving Traditionally Underserved Populations in Transportation Decisionmaking*, to aid in the selection of strategies for this Public Participation Plan. FCDOT currently creates individual public participation plans for each planning process or initiative, 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 plan will be utilized *selectively* by FCDOT on a case-by-case basis and incorporated into project-level public participation plans. At the outset of a planning process, service change, fare change, or other transit initiative, FCDOT project managers will review the strategies contained within this plan and select those that are appropriate to the individual project based on the type of project, the demographics of the individuals that would be impacted by the project, and the resources available.

Understanding Our Community – At the outset of any transit initiative requiring outreach, FCDOT will identify the local area(s) impacted and develop an understanding of the populations living in the area(s). Demographic data, past experience, as well as feedback from local community-based organizations, houses of worship, human services agencies, and staff from the magisterial district office(s) will provide both a quantitative and qualitative understanding of the local area(s). Based on this information, FCDOT will develop a targeted approach to ensuring inclusive public participation by all members of the local community, including identifying the need for translation 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 projects. FCDOT notifies the public 30 days prior to the meeting through a variety of print and non-print advertising methods. Meetings will be 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 will be held at locations within walking distance of residential areas when possible. FCDOT will hold meetings at traditional and non-traditional times, including during the morning, daytime, and on the weekend. Childcare services and refreshments will be available as project resources allow. Translation services will be available at all meetings upon request, and translation services may be provided without request at meetings in areas with high concentrations of LEP populations. When appropriate, the format of the meetings will be open-house style, to allow attendees to speak individually and provide oral feedback to FCDOT staff.

Pop-Up Events – “Pop-Up” events include setting up information booths at 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. When project resources allow, SmarTrip® cards or other small giveaway materials may be provided to increase public participation. At these pop-up events, FCDOT may be accompanied by translators and members of local community-based organizations to facilitate relationship building and communication with the local community. Individuals will have the opportunity to provide oral feedback directly to FCDOT to increase feedback from minority, low-income, and LEP populations.

Internal Partnerships – FCDOT will work with other Fairfax County departments, including OHREP, NCS, FCPD, and FCPS, to leverage relationships with community and faith-based organizations, translation

resources, and to work with them at their events to distribute information about Fairfax Connector services and transit projects, plans, and initiatives. FCDOT also will work with internal partners to create “train-the-trainer” programs that familiarize other front-line Fairfax County 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 will seek to meet people where they are by attending community events and festivals (e.g., *Celebrate Fairfax*, Pan-American Festival) where minority, low-income, and LEP populations may be present to distribute transit information and solicit feedback.

Partnerships with Community Based Organizations, Faith Based Institutions – OHREP provided FCDOT with a list of over 100 community-based organizations, while NCS also provided a list of community-based organizations, houses of worship, and local schools for the Silver Line Outreach Campaign. Building relationships with these types of organizational partners is vital for disseminating information and soliciting feedback from diverse communities. FCDOT will work with these organizations to distribute materials, co-sponsor meetings, or attend meetings to reach their constituents, clients, and members. FCDOT will continuously build on these relationships to develop sustainable partnerships.

Focus Groups – Focus groups with leaders of relevant community and faith-based organizations, and/or their members or constituents, will be 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 – FCDOT will develop flyers, brochures, and other print materials to inform the public of meetings and other opportunities to comment on projects and to convey vital system information. Print materials will always be distributed to community areas affected by proposed project or service changes, and translated into other languages as needed per the local demographics and the Language Access Plan. Where possible, printed materials will incorporate pictures and use minimal text to facilitate their use by LEP and low-literacy individuals. FCDOT will place advertisements to promote public meetings and alert riders of service changes on buses and bus shelters, and at park-and-ride lots and Fairfax Connector Stores. FCDOT will also provide these notices to other partners for distribution through their channels, including community-based organizations, local human services agencies, and houses of worship.

Online Materials - FCDOT will use existing online resources, including its website, social media accounts (Twitter and Facebook), and County-managed listservs (ConnectorInfo, 2050TransitStudy, and TransportationFunding) to disseminate information about capital projects. FCDOT also will develop informative videos and other interactive visualization techniques which are important for reaching LEP and low literacy communities; these will be incorporated in large-scale projects for distribution online and use at public meetings.

Phone Line – FCDOT has an existing call center service that is available 24-hours a day, as well as access to a language line service. This call center phone number will be included on all project related materials.

Use of Ethnic Media – FCDOT will advertise public meetings in local ethnic media outlets, which may include radio stations, TV stations, and newspapers. These outlets reach Fairfax County’s diverse populations and can help to target specific minority communities.

Advisory Committee Meetings – Fairfax County has four advisory boards that provide advice on transit-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 and the Fairfax Area Long Term Care Coordinating Council. These advisory boards are comprised of members of the community who can provide vital information regarding the best outreach strategies for reaching targeted populations.

Outcomes Evaluation Process

The Fairfax County Department of Transportation is committed to reviewing 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.

Following the completion of a planning process or initiative that includes public involvement, FCDOT will review 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 will be addressed by all involved team members and documented in a brief memo on “lessons learned” following each public participation campaign’s conclusion. This performance documentation will allow FCDOT staff to continuously improve efforts to promote inclusive public participation.

1.9 Language Access Plan

Introduction

Effective communication is the cornerstone of a meaningful Public Participation Plan. With that premise in mind, FCDOT developed this Language Access Plan (LAP) to ensure effective communication and outreach to all of the citizens of Fairfax County. FCDOT’s 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. To create this plan, FCDOT identified LEP populations in its service areas, as well as a range of language assistance options and costs.

FCDOT’s LAP was prepared in compliance with Federal Transit Agency (FTA) Circular C 4702.1B, *Title VI Requirements for Federal Transit Administration Recipients*, and other federal regulations and guidance related to language assistance. This plan includes:

- The results of the *Four Factor Analysis* process described in the Circular.
- A description of the LEP populations served by FCDOT.
- 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.

This LAP also describes how FCDOT will monitor, evaluate, and update the plan. The FCDOT staff who are responsible for Title VI compliance are also responsible for all LAP related tasks, including: ensuring that all staff are trained on how to provide timely and reasonable language assistance to LEP populations; ongoing monitoring of the implementation of the language assistance strategies and materials that comprise the LAP; evaluating the efficacy of the strategies and materials; and for updating the plan as needed.

Four Factor Analysis

The 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. Federal funding recipients are required to take reasonable actions to ensure access to their programs and activities, and the Four Factor Analysis helps to develop in an individualized determination of the extent of the needs of LEP populations and how they are best and feasibly served.

FTA's Title VI Circular, FTA C 4702.1B, instructs FTA funding recipients to use the Four Factor Analysis and refer to DOJ's LEP guidance, as needed. 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. This analysis examines the following four factors, as described in FTA C 4702.1B:

Factor 1: The number or proportion of Limited English Proficiency 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:

- (a) How LEP persons interact with the recipient's agency;
- (b) LEP communities and assesses the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be effective; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

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

- (a) Use of bus and rail service;
- (b) Purchase of passes and tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys; and

(f) 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 also will often meet the needs of LEP persons. A person who is LEP may have a disability that prevents him/her from using fixed route service, thus making him/her 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 Limited English Proficiency 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.

The methodology and findings for each factor are presented in the following section. The results of each factor build upon the previous factor to help Fairfax County 1) understand the various LEP populations residing in the County; 2) how often and what ways LEP communities interact with Fairfax Connector services; 3) how important those services are to the various LEP communities; and 4) the resources and projected costs for communicating effectively with the County's LEP communities.

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

Methodology

FCDOT used a quantitative methodology to identify the number of LEP persons eligible to be served, or likely to be encountered. Data sources included:

- *American Community Survey:* The American Community Survey (ACS) is a national survey conducted annually by the U.S. Census Bureau that provides current evaluations of social and economic conditions at the Census Tract level. This analysis used data from Fairfax County Census Tracts with detailed attention paid to Census Tracts along Fairfax Connector routes.
- *Fairfax County Public Schools Home Language Survey:* Fairfax County Public Schools (FCPS) operates 196 schools and learning centers within the Fairfax Connector's service area. FCPS identifies limited English proficient students and households through the Home Language Survey (HLS), which is distributed every year to all registered students to identify language minority students,¹⁶ parents, and/or guardians. The data set used for this Factor 1 Analysis

¹⁶ Fairfax County Public Schools define "language minority" students as those who live in a home where there is any use of a language other than English. This definition comes from the US Department of Education, Office of Civil Rights.

provides information about LEP students by ethnicity, LEP students by language, and the language of correspondence selected by parents or guardians in homes where languages other than English are spoken.

- *Fairfax Connector Bus Rider Survey*: FCDOT surveyed riders on 37 routes in south Fairfax County in 2013. The survey included questions about native language, ability to speak English, race, ethnicity, and income. Fairfax Connector routes in north and west Fairfax County will be surveyed in late 2014, and as a result information from the survey to-date provides only a partial understanding of linguistic isolation among Fairfax Connector riders.

The use of multiple data sources enabled FCDOT to develop a deep understanding of the LEP communities residing in Fairfax County.

Results

How Limited English Proficiency persons interact with FCDOT

Although Fairfax County is home to a number of linguistically isolated populations (see page 79, Maps of Linguistically Isolated Populations in Fairfax County by Language), linguistic isolation does not, by itself, indicate whether or not a particular community will interact with FCDOT or Fairfax Connector services. LEP persons 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.

The concentrations of Census tracts in Fairfax County with high percentages of households without cars, or only one car (see Figures 3 & 4 below), is a better indicator of potential interaction with FCDOT. Fortunately, the concentrations of Census tracts in Fairfax County with high percentages of households without cars, or only one car correspond roughly with census tracts that have high percentages of linguistically isolated communities. While this data does not directly provide a perspective on car ownership among LEP persons, there is likely overlap among these populations and they may experience a greater need for public transportation services vis-à-vis the general public.

Figure 4 Households with No Vehicles in Fairfax County

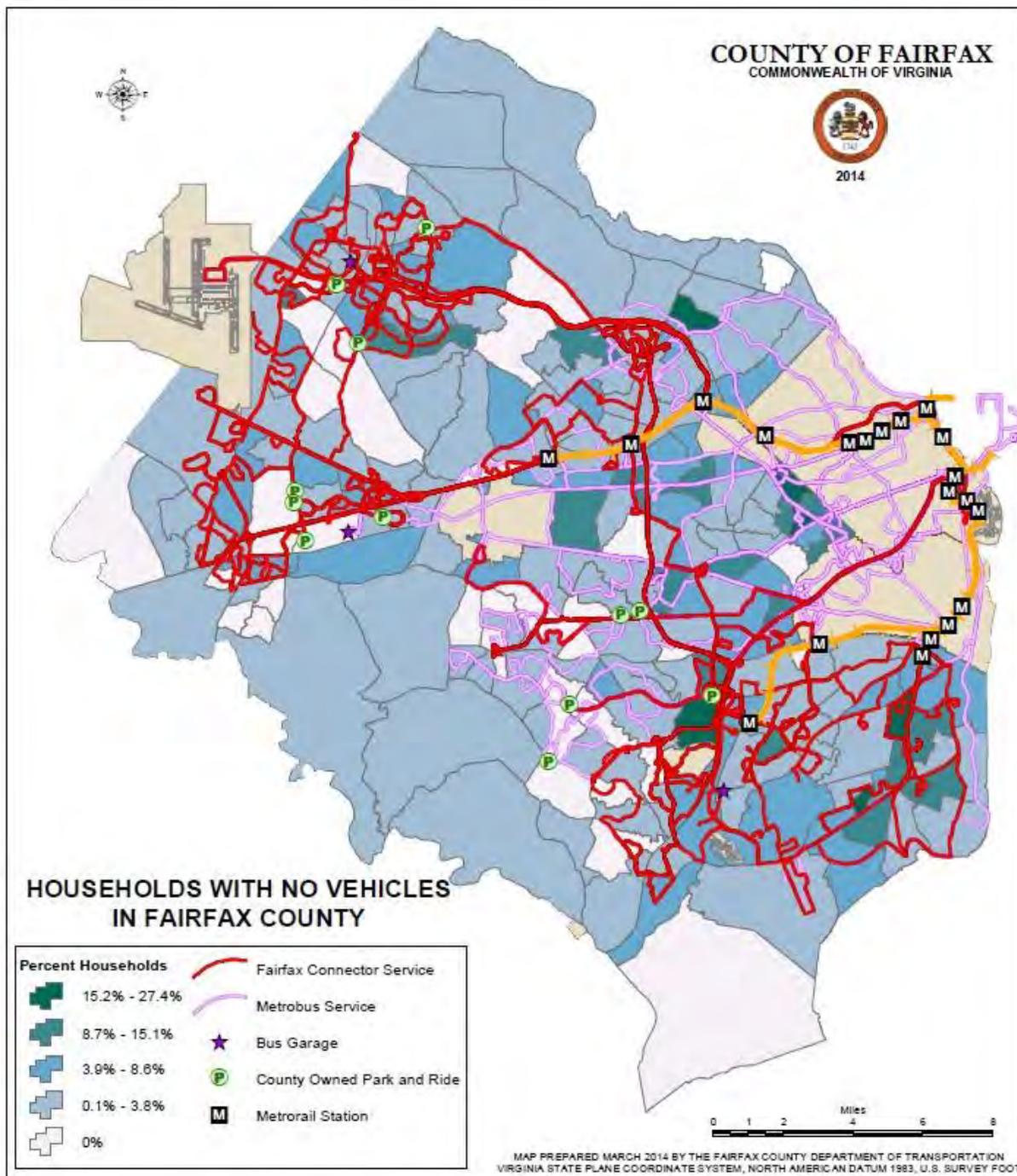
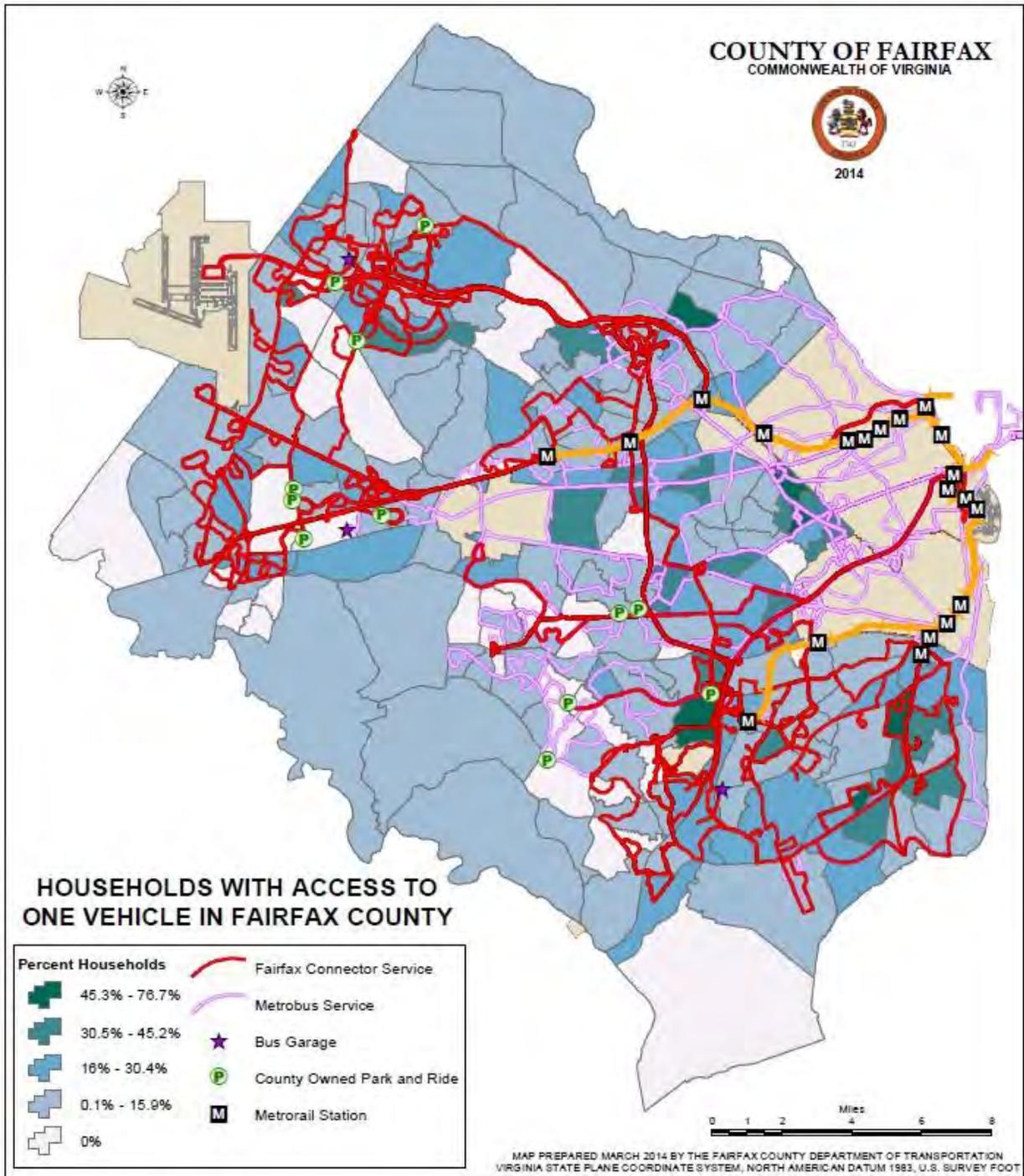


Figure 5 Households with Access to One Vehicle in Fairfax County



Limited English Proficiency Population Identification

American Community Survey

FTA defines LEP persons as persons for whom English is not their primary language and who have limited ability to read, write, speak, or understand English. Fairfax residents who reported in the ACS that they speak English less than very well were used to tabulate the LEP population for the Fairfax Connector service area. FCDOT developed maps (see page 79, Maps of Linguistically Isolated Populations in Fairfax County by Language) using ACS data to demonstrate the extent of LEP individuals eligible to be served by Fairfax Connector, including the presence, population density, and distribution of linguistically isolated¹⁷ populations within Fairfax County. The following tables provide detail on the linguistically isolated populations of Fairfax County.

Table 16 details the top ten languages spoken by linguistically isolated households in Fairfax County. Table 17 shows linguistic isolation by language, the County’s overall LEP population, and the population five years and older who reported speaking English less than very well (14.9 percent). Both indicate a large linguistically isolated Spanish-speaking population in Fairfax County, followed by Korean, Vietnamese, and Chinese language-speaking populations.

Table 16 Linguistically Isolated Populations in Fairfax County – Top 10 Languages

Language	Speak English "Less Than Very Well"
Spanish or Spanish Creole	63,100
Korean	19,355
Vietnamese	13,946
Chinese	10,274
Hindi and other Indic languages¹⁸	5,927
African Languages	5,050
Arabic	3,725
Urdu	3,629
Farsi	3,606
Tagalog	2,967

¹⁷ The U.S. Census classifies households as “linguistically isolated” when no person 14 years old and over speaks only English and no person 14 years old and over who speaks a language other than English speaks English “very well.” Individuals in these households may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide translation assistance.

¹⁸ There are 4,060 speakers of “other Indic languages” and 1,742 speakers of Hindi that speak English less than very well. Hindi is the 12th largest language group for residents who speak English “less than very well,” but it is among the top ten non-English languages overall (including those that speak English well) spoken at home in Fairfax County. Speakers of other Indic languages may also speak Hindi, so Hindi and other Indic languages will be combined in analyses of linguistically isolated populations in Fairfax County.

Table 17 Linguistic Isolation in Fairfax County by Language Group, Population 5 Years and Older

Language Spoken at Home ¹⁹	Population 5 years and over by Specified Language Group	Percent of Total County 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	138,397	13.7%	64,092	46.3%
Asian or Pacific Island	117,911	11.7%	53,678	45.5%
Indo-European	83,654	8.3%	22,160	26.5%
Other Languages	36,237	3.6%	10,759	29.7%
Total Language Other than English	376,199	37.2%	150,689	40.1%

Fairfax County Public Schools

FCDOT examined FCPS’s LEP enrollment to determine language concentrations.²⁰ All of the data in this section was provided by FCPS’s Office of Language Acquisition and Title I Instructional Services Department, and thus the definitions for ethnicities and limited English proficient populations are not analogous to Census data also analyzed for this Language Access Plan.²¹

FCPS’s enrollment for 2013-2014 is 184,825. Table 18 shows the enrollment of LEP students by ethnicity and the total LEP student enrollment of 49,259. LEP enrollment captures only those students who have a limited ability to speak English; it does not include all students who live in a home where a language is spoken other than English. Nearly half (47 percent) of all FCPS students live in a home where a language other than English is spoken (Figure 6).

Table 18 Limited English Proficiency in Fairfax County Public Schools by Ethnicity 2013-2014 School Year

Ethnicity	Limited English Proficient Students
Hispanic	25,971
Asian	12,167
White	6,073
Black	4,269
Two or more ethnicities	732
American Indian	47
Total	49,259

¹⁹ The US Census Bureau collapses 382 language categories into four major groups: Spanish, Other Indo-European Languages, Asian and Pacific Island Languages, and All Other Languages.

²⁰ This data was provided during an interview with FCPS staff as a part of the Factors 2 and 3 research process. The context for the data presented is provided in Factors 2 and 3.

²¹ A student’s level of proficiency is determined through testing, per the regulatory requirements of the U.S. Department of Education. FCPS uses the World Class Instructional Design and Assessment (WIDA) standards for assessing level of “English Language Development.” Students that test at levels 1-5 on the WIDA standards are determined to be limited English proficient. FCPS uses internally developed definitions of ethnic groups to categorize LEP population data.

Figure 6 FCPS Students Home Language Spoken

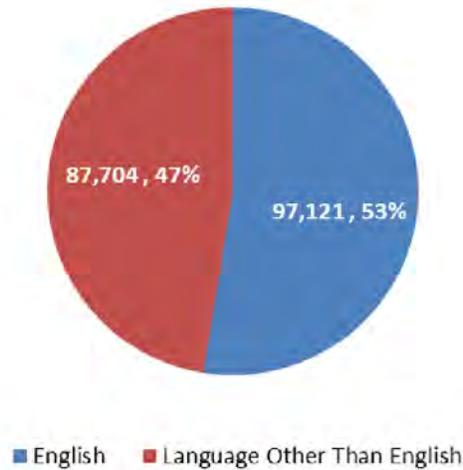


Table 19 shows the most frequently spoken languages at home other than English amongst FCPS students. All students who have parents or guardians that speak a language other than English at home are required to register for school at central intake offices that assess language needs as well as other family social service needs. FCPS translates its website and all resource materials into the top eight languages.

**Table 19 Languages Frequently Spoken at Home Other than English
2013-2014 School Year**

Rank	Language	Number of Students
1	Spanish	37,555
2	Korean	5,959
3	Arabic	5,896
4	Vietnamese	5,287
5	Chinese/Mandarin	3,918
6	Urdu	3,489
7	Amharic	2,314
8	Farsi/Persian	2,015
9	Telugu	1,663
10	Hindi	1,637
11	Tagalog	1,420
12	Bengali/Bangla	1,105
13	Twi	1,062
14	French	1,040
15	Russian	935

One of the questions asked at school registration is: “In which language would the family like to receive correspondence from FCPS?” This is one indicator of the level of English proficiency of the student’s

parents or guardians. Table 20 presents the top 10 non-English language correspondence languages for FCPS.

**Table 20 Student Household Correspondence Language
2013-2014 School Year**

Rank	Correspondence Language	Number
1	Spanish	26,975
2	Korean	2,616
3	Vietnamese	1,891
4	Arabic	1,470
5	Urdu	689
6	Chinese/Mandarin	687
7	Farsi/Persian	406
8	Amharic	217
9	Bengali/Bangala	123
10	Somali	107

Fall 2013 Bus Rider Survey

Of the respondents to the partial Fairfax County bus rider survey conducted in fall 2013, 18 percent spoke English less than “very well.” Forty and one half (40.5) percent spoke Spanish as their native language; the three next most popular languages, Amharic, Arabic, and Tagalog comprised 16.4 percent.

The survey also asked riders to identify their native language. Just over 1,000 people (27.9 percent of total respondents) indicated that their native language was not English. While 42 percent of the non-native-English respondents chose Spanish as their native language, 13.4 percent chose Amharic or Arabic.

Table 21 Answers to “How well do you speak English?”

Answer	Number	Percent of Total
“Very Well”	2,980	82.0%
“Well”	453	12.5%
“Not Very Well”	199	5.5%

Table 22 Answers to “What is your native language?” (Top 10)

Language	Number	Percent of Total Responses	Percent of Specified Language Group That Speaks English Less than Very Well
English	2,619	72.1%	
Spanish or Spanish Creole	454	12.5%	58.1%
Amharic	81	2.2%	51.8%
Arabic	64	1.8%	59.4%
Tagalog	63	1.7%	42.9%
Hindi	45	1.2%	35.6%
Twi	32	0.9%	21.9%
Mandarin	30	0.8%	46.7%
French	27	0.7%	59.3%
Korean	26	0.7%	69.2%

Literacy Skills and Language Barriers

Fairfax Connector bus operators and supervisors find that elderly customers make up a large portion of Fairfax Connector’s LEP customers. In particular, the operators and supervisors identified cultural and language issues in serving elderly Asian populations living in affordable and public housing on a handful of bus routes. They also reported that some senior citizens become very frustrated by an inability to communicate with bus operators.²²

Summary

A comparison of the ACS data with the FCPS data shows that both sources identify the same top languages spoken by LEP persons in the Fairfax Connector service area. Those languages, which differ in order by the data source,²³ are as follows: Spanish, Korean, Vietnamese, Chinese, Hindi (and other Indic languages), African Languages (Amharic, Twi), Arabic, Urdu, Farsi, and Tagalog

The Fall 2013 bus ridership survey of the south county Fairfax Connector routes found some similarity with ACS and FCPS data, but with a heavier emphasis on Spanish, Amharic and Arabic-speaking respondents, and less on Korean, Vietnamese, and Chinese. This is likely because the Asian immigrant populations are located in higher concentrations in the western and northern parts of Fairfax County.

The Factor 1 analysis utilized three sources of data recommended by FTA to describe the LEP population within the Fairfax Connector service area: The American Community Survey data, Fairfax County Public Schools data, and the bus rider survey. This analysis ensures that FCDOT’s LEP program is effective and meaningful access to services is available for LEP persons.

²² Fairfax Connector Bus Operators and Supervisors Focus Group, January 23, 2014.

²³ Spanish is the most popular language spoken other than English according to all data sources reviewed.

Factor 2: The frequency with which Limited English Proficiency persons come into contact with the program; and

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

Methodology

Both quantitative and qualitative methods were used in determining Factors 2 and 3. Interviews or focus groups with seven County government educational, social service and healthcare service providers that serve LEP populations across Fairfax County were held in early 2014. These focus groups and interviews focused on where LEP populations reside in Fairfax County, the languages spoken by LEP populations across Fairfax County, and how they use public transportation.

The Fairfax Connector bus rider survey, which includes questions on the respondent's native language and their English proficiency, was not used for Factors 2 and 3 because it only covers the southern half of Fairfax County. Future LAPs will incorporate the results of the bus ridership survey but will likely continue to incorporate the qualitative information that was collected for this plan. However, given the lack of ridership survey data available at this time this plan was prepared, the interview and focus group methodology was the best way to understand both how often LEP persons use Fairfax Connector and other public transportation services in Fairfax County and what services and routes they use most frequently (Factor 2), as well as the nature and importance of public transportation service to their lives (Factor 3).

Table 23 lists the Fairfax County departments that participated in the interviews and focus groups. The focus group with Fairfax Connector Bus Operators and Supervisors provided detailed information about language groups encountered and specific routes where operators most frequently encounter limited English proficient persons. Operators and supervisors also provided ideas for tools and information they would like to have better serve LEP persons in the field.

Table 23 Focus Groups and Interviews Conducted

Interview Date	Fairfax County Department	Individual(s) Participants
January 23, 2014	Fairfax Connector Bus Operators and Supervisors Focus Group	Approximately 30 bus operators and supervisors, who work from all three of the Fairfax Connector Bus Garages
February 5, 2014	Neighborhood and Community Services – Region 3	Chris Scales, Region 3 Manager
February 5, 2014	Office of Human Rights and Equity Programs	Ken Saunders, Director Nicole Rawlings, Human Rights Specialist
February 10, 2014	Fairfax County Public Schools – Office of Language Acquisition and Title I	Teddi Predaris, Director, Office of Language Acquisition and Title I
March 6, 2014	Neighborhood and Community Services – Region 1	Lloyd Tucker, Region 1 Manager
March 13, 2014	Neighborhood and Community Services – Region 4	Evan Braff, Region 4 Manger Tilly Blanding, Community Developer Evelyn Swieter, Social Work Supervisor
March 13, 2014	The Fairfax Connector Store	Richard Whaley, Project Manager

Results

This section includes the detailed interview summaries for each of the individual interviews conducted for the analysis of Factors 2 and 3.

Fairfax Connector Bus Operators and Supervisors Focus Group

On January 23, 2014, a focus group was held with Fairfax Connector bus operators and supervisors. Operators discussed the frequency with which they come into contact with LEP populations and the operators’ current strategies for addressing the concerns of these customers. Operators identified specific routes with high LEP populations and identified the languages they encounter on a regular basis as Spanish, Vietnamese, African languages, Korean, Tagalog, Farsi, French, and Russian.

Operators often encounter the same LEP persons daily and believe a large portion of these LEP customers are highly dependent on Fairfax Connector services to meet their basic transportation needs, as they appear to lack access to other transportation options. Operators and supervisors find elderly customers make up a large portion of Fairfax Connector’s LEP customers, many of whom also are not literate in their native languages. In particular, the operators and supervisors identified cultural and language issues in serving elderly Asian populations living in affordable and public housing (particularly the Lake Anne and Hunters Woods Fellowship Houses). Operators agreed that many of the people who speak Farsi also speak English, and that in general younger non-native English speakers have a greater ability to communicate in English than older individuals. Some operators felt that the younger Spanish-speaking population generally spoke English well enough to navigate the system, while others felt that more recently arrived immigrants, regardless of age, had limited ability to speak English. Operators and supervisors highlighted the importance of cultural competency when interacting with LEP individuals, and supported using universal symbols instead of written text on informational materials.

Operators believe Fairfax Connector’s current materials do not support their on-board needs, and offered a variety of suggestions to improve Fairfax Connector’s informational materials including

pamphlets for each route with local area maps, schedules in different languages, tear sheets with language line assistance numbers, laminated maps on buses, and devices at stations that can create origin-destination maps in any language. Operators also expressed an interest in Spanish classes and on-board books with key transportation words in the languages they encounter most often. Today, when an operator encounters an individual who cannot speak English while operating a bus, they attempt to assist them in several ways. If the person seeking assistance is Spanish speaking, they often ask another Spanish speaker on the bus that has a greater ability to speak English to assist them. One operator mentioned that he uses an iPhone translation app if he is picking up at a location where this is possible (i.e., he has time to do this when the bus is not in motion).

Operators felt that they would not be able to use a language line while operating the bus and favored the use of translated written material (most importantly, schedules) that they can provide to the individual. They felt that using as little text as possible, and using universal symbols wherever possible would be beneficial. Many operators expressed a strong desire to have maps of the local areas served by their routes that show both English and the foreign language needed by route, so that they could assist individuals by showing them on the map where they were and where they wanted to go, which would obviate the need for an interpretation service. Many LEP persons bring the destination they need to go written in English, and ask the bus operator to help them get to their final destination. Operators also suggested that the use of media (public service announcements on foreign language radio and television stations) would be an effective tool to distribute information on Fairfax Connector services to LEP populations. Operators expressed strong support for increased use of technology to provide language assistance. For example, the use of multi-lingual fare vending and other informational kiosks at major transfer points was an idea raised by one of the operators that engendered a lot of support among focus group attendees.

The operators and supervisors identified a subset of Fairfax Connector routes where individual language groups are prevalent. It is important to note that the need for language assistance services appears to be most acute on just a subset of routes, and not across the entire system. The following tables list the Fairfax Connector routes where language access needs were identified by bus operators and supervisors and the general areas of the County where they encounter LEP individuals riding Fairfax Connector. It is important to note that these routes and areas are not an exhaustive list of where language assistance needs may exist, but is based on operators’ and supervisors’ experiences providing service in Fairfax County.

Table 24 Language Needs by Fairfax Connector Routes, as identified by Bus Operators and Supervisors

Language	Routes
Spanish	171, 401, 402, 950, RIBS 1, 2, and 3
Vietnamese	401, 402
Korean	RIBS 5
African Languages	927, 950
Arabic	505
Amharic	927, 955, 950, 981, all RIBS routes

Table 25 Geographic Distribution of Foreign Language Speaking Populations in Fairfax County, as identified by Bus Operators and Supervisors

Language	Area
Spanish	Annandale, Huntington (South County)
Arabic	Reston
Asian Languages (Korean, Vietnamese, Tagalog)	Herndon, Reston

Neighborhood and Community Services Region 3

NCS Region 3 provides coordinated social services planning for the Reston and Herndon areas in north Fairfax County. NCS Region 3 has translators on staff who are fluent in several foreign languages, and they work with a variety of LEP communities in Reston and Herndon. The following language groups are present in Region 3 of Fairfax County:

- Spanish - located throughout the area, including Southgate Apartments (an 250-unit subsidized apartment complex)
- Arabic - Cedar Ridge and Island Walk communities
- Farsi - Stonegate community
- Vietnamese – West Glade Apartments
- Urdu
- Somali - West Glade Apartments
- Chinese – Herndon Senior Center, Fellowship House

Many of the LEP individuals in this area of Fairfax County use public transportation, principally Fairfax Connector, as their primary mode of transportation. NCS Region 3 staff emphasized how important it is for Fairfax Connector to maintain routes to human services centers as well as public transportation to schools. They cited an instance where they were working to increase parent engagement at McNair Elementary, but the lack of public transportation from a neighborhood to the school impeded their efforts. NCS Region 3 staff believe that limiting the number of transfers, reducing travel times, and more directly linking human services agency locations (since clients often go between sites in a single day) will improve the transportation experience of their clients.

While many of these LEP populations lack access to private vehicles, in some instances cultural issues or other considerations inhibit their use of the Connector system. For example, women in some of these language and cultural groups must seek their husband’s permission to use Fairfax Connector. A gap in understanding how to ride Fairfax Connector also exists, as it is not intuitive for many LEP persons. Travel training and materials that explain how to use the system in foreign languages would help increase ridership. NCS Region 3 staff suggested creating a video in multiple languages that provided a “how-to” ride Fairfax Connector that could play in the waiting rooms of social service providers across the County, as well as Channel 16 (Fairfax County’s government channel). They also suggested that the translation of schedules into Spanish and other languages would be helpful. Creating a multi-lingual smartphone application and placing information in human services agency waiting rooms and other community locations such as libraries, community centers, and schools would also assist LEP persons frequenting these facilities.

NCS Region 3 staff recommends that FCDOT begin to build a relationship with these communities through retail outreach. NCS Region 3 staff often reaches people by going door-to-door and talking with individual families, going to houses of worship, sending flyers home with school children, and reaching these populations in groups or community venues where they have a high degree of trust already established. NCS Region 3 staff report that many of the LEP populations are wary of strangers and the government (particularly the police) and want to stay out of government buildings. Consequently, they offer the following recommendations:

- Working with individual advocates and leaders within these communities is an effective way to build trust between an institution and a LEP population.
- Having face-to-face contact with these populations is important for building relationships.
- Understanding cultures is key; in some cultures (speakers of Arabic, Urdu, and Farsi) it is important to approach the family together, to reach both husband and wife and to meet with families on-site in their residential communities.
- Working with parent liaisons through Fairfax County Public Schools is also an effective way to build a relationship with LEP populations.

NCS Region 3 staff provided the following best practices for use in prompting LEP populations' participation in activities with FCDOT:

- Schedule meetings and events with regard to work schedules (e.g., many people work on weekends and evenings but have time during the day).
- Be flexible with the timing of events and hold the same event at several different times of day to accommodate different work schedules.
- Provide food that is culturally sensitive (i.e., conforming with cultural dietary restrictions).
- Provide professionally translated printed material to ensure accuracy.
- Provide incentives and entertainment.
- Work with or hold events at centers that are frequented by LEP populations (in this part of the County this includes organizations such as Cornerstones and Herndon Health Works).
- Work with schools (e.g., parent liaisons, PTAs) to promote and arrange events or activities.
- Meet them where they are instead of asking them to come to a meeting; many of the individuals in LEP communities are working multiple jobs and have limited time available.

Finally, NCS Region 3 staff noted that the clients they work with are not aware of the changes that are coming with Silver Line service and will be reluctant to engage in the future if they do not understand "what is in it for me" or believe that decisions have already been made and their input will not matter. They recommend that FCDOT seek to set realistic expectations when seeking public input, otherwise they will lose trust in the organization. Building and maintaining trust with these communities is key to successful long-term engagement.

Office of Human Rights and Equity Programs (OHREP)

OHREP encounters limited English proficient populations fairly frequently, particularly native speakers of Spanish, Chinese, Vietnamese, and Arabic. OHREP has materials translated into all of these languages, as well as Amharic and Somali, although Somali is rarely used. Twenty to thirty percent of the individuals who call OHREP are Spanish speakers.

In OHREP's experience, LEP populations are located in concentrations across Fairfax County:

- Culmore/Route 7: Spanish, Arabic, Amharic
- South County (Lorton, Mt. Vernon, US-1): Spanish
- Herndon: Spanish
- Annandale: Korean

OHREP staff identified a number of resources, organizations, and centers that Fairfax County can partner with to effectively conduct outreach to LEP populations:

- Fairfax County Family Resource Centers:
 - Culmore Family Resource Center
 - Springfield Family Resource Center
 - Kingsley Commons (frequented by Amharic speakers)
- Ethiopian Community Development Council
- Korean Americans Voters Alliance (KAVA)
- Chinese Resource Fair (summer months) and local Chinese New Year celebrations
- Culmore Partnership – A group of around 20 community organizations in the Route 7 corridor that meets monthly/OHREP has spoken at their monthly meetings in the past and they accommodate outside speakers.
- Dar Al-Hijrah Mosque (VA-7) - The mosque has a resource center that connects individuals with public assistance and benefits, and transit service to the mosque has been a concern.
- Bailey's Crossroads Elementary Mother's Group – A grassroots group that operates a resource center out of a trailer, serving Spanish, Amharic, and Arabic speaking families.
- Asian Community Service Center
- County senior centers and classes
- Communications Fair (Deaf Community) - This is a very large-scale and well attended event

In OHREP's experience, reaching out to community groups and individual leaders (some cultural groups have an unofficial 'spokesperson' that can facilitate contact between the group and the County government agency), and understanding their issues and individual barriers to participation in a public process or communication with public agencies is critical to beginning a relationship. OHREP has three members of their staff that speak Spanish and they hold several events in Latino neighborhoods across the County to maintain a grassroots-level relationship with these communities. At Chinese New Year's events OHREP has not brought a translator, as much of the Chinese community is able to speak English. In general, OHREP staff observed that the Asian communities are often fairly self-contained and rely upon their intra-community network for support rather than seeking out assistance from government sources.

OHREP staff recommended having written materials translated into Spanish and several Asian languages (Chinese, Korean, and Vietnamese) by a professional translator. For additional languages, OHREP often has documents translated, but they only print them upon request to reduce costs and respond on an as-needed basis. In recent years, OHREP has experienced an increased need for Arabic and Amharic translated materials. OHREP generally does not do media buys, but they have worked with the newspaper El Tiempo Latino and found that to be an effective way of getting information out to the Latino community.

Fairfax County Public Schools (FCPS) - Office of Language Acquisition and Title I

This section is a summary of the interview conducted with Teddi Predaris, FCPS. The FCPS data and information Ms. Predaris provided were used in the development of Factors 1 and 2. As a result, several data points and tables presented in Factor 1 are also presented in this Factor 2 interview summary.

FCPS serves 183,269 students in grades kindergarten through 12th, of which 47 percent (87,704) live in a household where a language is spoken in addition to, or in lieu of, English. The percentage of students living in households where a language is spoken other than English has increased rapidly in recent decades. Twenty-five years ago, only ten percent of students lived in homes where a language was spoken other than English; FCPS refers to these students as language minority students. At that time English as a second language services were provided at just a few centers across the County, but today they are available in every school. Federal law requires that FCPS assess all students for their level of English proficiency. FCPS has determined that out of the 87,704 students who live in households where languages other than English are spoken, approximately 37,000 children are truly limited in their ability to speak English. However, it is important to note that many, if not most, of the 87,704 children who live in households where a language other than English is spoken may live with parents or guardians that are LEP.

The table below lists the top 15 non-English languages, in order of prevalence, spoken by families of FCPS students.

**Table 26 Top 15 Languages Other than English Spoken at Home by FCPS Students
2013-2014 School Year**

Rank	Language	Number of Students
1	Spanish	37,555
2	Korean	5,959
3	Arabic	5,896
4	Vietnamese	5,287
5	Chinese/Mandarin	3,918
6	Urdu	3,489
7	Amharic	2,314
8	Farsi/Persian	2,015
9	Telugu	1,663
10	Hindi	1,637
11	Tagalog	1,420
12	Bengali/Bangla	1,105
13	Twi	1,062
14	French	1,040
15	Russian	935

Among these top 15 language groups, there have been some changes in recent years in their rank among all languages spoken other than English, as some groups are growing while others are not. Spanish has by far the largest number of speakers other than English in the County, and Spanish speaking families live in all sectors of the County. Many Korean immigrants settle in Fairfax County specifically so that their children can attend FCPS, as they are aware of the school system’s excellent

reputation. The number of Arabic speaking students is growing, and Arabic recently became the third most frequently spoken language by FCPS households, overtaking Vietnamese. Most of the Arabic speaking families are newly arrived immigrants that are coming straight to Fairfax County from abroad, unlike other immigrant groups that may be secondary immigrants that have lived in the United States for a longer period of time. The Vietnamese speaking population is an older immigrant group in Fairfax County, and many of the native Vietnamese speakers in the county are older individuals without school-aged children. Students in Vietnamese speaking households in FCPS are often second or third generation immigrants who also speak English as a native language. Amharic is also a growing language group and moved into the top seven languages spoken in the households of FCPS students for the first time last year. In total, there are 160 unique languages spoken by families of FCPS students.

In terms of translation, FCPS previously translated all key written materials into the top seven languages, but as of this school year they are now translating materials into the top eight languages. Sometimes materials are only translated into the top five languages due to the expense of translations. FCPS also considers the level of English proficiency among households where a language other than English is spoken when making decisions regarding translation. For example, many Hindi and other South Asian language speakers also speak English well, since English is frequently the language of instruction in India. All students who have parents or guardians that speak a language other than English at home are required to register for school at central intake offices that assess language needs, as well as other family social service needs. One of the questions asked at school registration is the language in which the family would like to receive correspondence from FCPS. This is a significant indicator of the level of English proficiency of the student’s parents or guardians. The following table presents the top 10 non-English language correspondence languages for FCPS.

**Table 27 FCPS Student Household Correspondence Language
2013-2014 School Year**

Rank	Correspondence Language	Number
1	Spanish	26,975
2	Korean	2,616
3	Vietnamese	1,891
4	Arabic	1,470
5	Urdu	689
6	Chinese/Mandarin	687
7	Farsi/Persian	406
8	Amharic	217
9	Bengali/Bangala	123
10	Somali	107

The correspondence language needs differ from the top languages spoken other than English in FCPS student households. While Spanish, Korean, Vietnamese, and Arabic remain in the top four and each have more than 1,000 speakers requesting correspondence in their native language, the other top correspondence languages differ from the top 15 languages overall in their magnitude and rank. This indicates that while certain language groups are larger, they may have a higher proficiency in English, and, therefore, not be in need of translated materials.

Many immigrant communities will cluster together in specific areas of Fairfax County. For example, concentrations of Spanish speaking families cluster around schools in the U.S. Route 1 corridor, in Springfield in neighborhoods along Old Keene Mill, in the Route 7 corridor, in Centreville, and in the Herndon/Reston area. Within the Latino community, immigrants from individual countries often cluster together. Among Korean speakers, the older population is concentrated in the Annandale area, while the younger population and more recently arrived immigrants tend to reside in Centreville. The Arabic speaking population is concentrated in the Herndon/Reston area. The Chinese speaking population resides in central Fairfax County, but there are also Chinese speaking households in western Fairfax County. In general, the growth in the non-English speaking student households is in western Fairfax County. As housing prices rise and redevelopment of formerly affordable areas takes place in the parts of the County that are closer to the center of the region, many recently arrived immigrant groups are locating in areas that are more affordable along the western and southern perimeters of the County.

FCPS provides many services to language minority families and is interested in partnering with FCDOT to disseminate information on public transportation services. Many of the parents of language minority students rely upon Fairfax Connector, Metrobus, and other forms of public transportation as their primary mode of transportation. Qualitatively, FCPS believes that a higher proportion of language minority students live in households that rely upon public transportation than the general population. FCPS always ensures that adult education activities are located in areas that are accessible by public transportation, as adult education students frequently rely upon public transportation.

FCPS suggested the following avenues for collaboration with FCDOT:

- **Website Links:** There are entire components of the FCPS website that are translated into foreign languages. FCPS can place links to translated Fairfax Connector materials on the foreign-language areas of their website.
- **FCPS Language Services Department:** This department is staffed by contracted and salaried staff. Language services staff provide translation for parents at meetings with schools and translate materials into a wide variety of languages. Language Services owns 500 interpretation headsets which they use at all major events. The availability of language interpretation is advertised for each event in the languages that will be available. During meetings, language interpreters sit near the speakers and translate what is being said simultaneously into a microphone. All language services staff are professional translators that have passed industry tests, and they are individually rated at different levels of translation ability.
- **Parent Engagement:** The Parent Engagement office oversees the interaction with families across FCPS, and the office has indicated a desire to work with FCDOT. The office holds a number of special events where they provide information on a wide array of County services including periodic English as a Second Language (ESOL) family nights and other events where they meet parents across the community.
- **Parent Liaisons:** Parent liaisons are parents that relay information from FCPS to other parents at the school level. Parent liaisons are often fluent in one of the major languages other than English spoken at their school, and they receive training from FCPS on how to provide information to non-English speaking parents. FCPS meets with the parent liaisons on a monthly basis and has invited FCDOT to present information on Fairfax Connector at one of the monthly meetings to provide information on transit service directly to the parent liaisons. Some parent liaisons also serve as contracted interpreters for FCPS.
- **FCPS Television:** On the local access FCPS television channel, a foreign language show called “In Other Words” is produced in the top five languages other than English (Spanish, Korean, Arabic,

Vietnamese, and Mandarin Chinese). Information about Fairfax Connector may be incorporated into an edition of “In Other Words.”

- **Community Liaisons and Non-Native English Speaking Families Registration:** Students who live in households where a language is spoken other than English are registered at three central locations in Fairfax County: South County Government Center, Lake Anne Government Center, and the FCPS Central Office. At the time of registration, FCPS Community Liaisons work with each family individually to determine what other services and public assistance needs the family may have. Community Liaisons connect families with information regarding medical services, food assistance, and affordable housing, and could readily provide information on Fairfax Connector. Community Liaisons work with 7,500 families each school year that are newly arrived in Fairfax County and who do not speak English as their native language.

FCPS welcomes future opportunities to partner with FCDOT to disseminate information on transit services and plans.

Neighborhood and Community Services – Region 1

NCS Region 1 is the first-stop social services intake office for the southern part of Fairfax County, serving the U.S. Route 1 Corridor and the Springfield area. The office is located in the South County Government Center on U.S. Route 1. The languages encountered by NCS Region 1 include: Spanish, Urdu, Twi, Amharic, Somali, Arabic, Farsi, Korean, and Vietnamese

The majority of non-native English speakers encountered by NCS Region 1 are Spanish speakers who have a limited ability to speak English. Significant concentrations of Spanish speakers reside in the following areas: throughout the U.S. Route 1 corridor, Springfield (Old Keene Mill Road), Franconia (Franconia Road), central Springfield (near Twain Middle School, Lee High School, and Springfield Mall), west Springfield (along Old Keene Mill near Lynbrook Elementary School and Crestwood Elementary School), and along Backlick Road.

A concentration of West African immigrants lives along U.S. Route 1 in the Gum Springs area, from Woodley Hills to South Kings Highway and to Groveton. Much of this population speaks Twi as their native language, but also is able to speak English due to learning English as children in their native countries and/or receiving higher levels of education in the United States. NCS Region 1 created a group called the *West African Collaborative* to create a stronger connection with this community. The *West African Collaborative* is comprised of leaders in the local immigrant community. While many West African immigrants speak English, NCS Region 1 has found that they have a greater trust of and respond better to information that is provided in Twi; many undocumented African immigrants live in Fairfax County, and these individuals are fearful of government agencies.

In the Lorton area there is a growing Vietnamese population, as well as a concentration of South Asian (particularly Urdu speaking) and Middle Eastern (e.g., Arabic and Farsi speakers) immigrants. NCS Region 1 has built a relationship with the local South Asian community and they also have collaborated with a local mosque as well as the Islamic Saudi Academy (a private school) to develop good relationships with the Middle Eastern immigrant populations in the area. As a government agency, NCS Region 1 has found it difficult to convince Farsi speaking populations to trust them enough to engage for services. Even though many Farsi speakers also speak English, they have a very low level of trust in government. Having information available in Farsi has helped lower the apprehension of some individuals in this language group, and they are beginning to participate in local government-sponsored activities. In general, many

people in non-native English speaking groups prefer to receive information from religious and other community leaders that they trust, rather than from Fairfax County directly.

NCS Region 1 has also found that the LEP individuals within foreign-language speaking groups tend to be older adults, and that the younger the individual is the more likely they are to have some level of English proficiency. They have found that individuals over the age of 50 tend to bring a relative to translate for them when seeking County services. This occurs most often with older South Asian, African, and Spanish-speaking individuals.

With regard to public transportation services, NCS Region 1 staff have observed that the riders in the South County are primarily African American native English speakers, African immigrants, and Spanish-speaking immigrants. These populations rely on Fairfax Connector and other public transportation services as their primary mode of transportation to commute to work, obtain services, and run errands. Many people visiting the Fairfax County Government Center for WIC, Social Security, Disability, and other public benefits arrive by bus. South Asian and Middle Eastern immigrants tend to get around via private vehicles, often carpooling. NCS Region 1 staff believe that more LEP persons would use Fairfax Connector services if they were comfortable with them and understood how to ride the bus. Often these populations will not use a service unless it is explained in their language in printed materials or by a trusted leader or advocate in the community. They also recommend using universal symbols as much as possible, as there are many LEP persons who are illiterate in their own languages, particularly among older Spanish speakers.

Neighborhood and Community Services – Region 4

NCS Region 4 covers a very large, highly suburban area in western Fairfax County (Centreville, Burke, Chantilly, Fairfax Station, the City of Fairfax, Clifton, and West Springfield), and there are not any readily identifiable high-density areas of poverty within the area they serve. However, there are a number of low-income subsidized multi-family housing complexes that serve many LEP persons who are also low-income and often transit-dependent, and NCS Region 4 works with many of the County and non-profit partners that manage these complexes. The specific neighborhoods, organizations, and complexes they serve or work with include:

- Three multifamily complexes managed by the non-profit FACETS: Robinson Square (near George Mason University), Reagan Oaks (many Urdu speaking families reside here), and Barrios Circle (Centreville).
- Meadows of Chantilly: 499 mobile homes in Chantilly whose residents are predominately Latino. NCS Region 4 operates many programs in this neighborhood, including English as Second Language classes.
- Chantilly Mews: 50 subsidized townhomes located in Chantilly. There is a computer center at the nearby Ox Hill Baptist Church that serves residents of this community.
- Yorkville: A subsidized multi-family housing complex located off Draper Lane in Fairfax. Residents include speakers of Somali, Amharic and other Ethiopian languages, and immigrants from the Middle East. Many of the residents of Yorkville who speak English as a second language can speak it fairly well.
- Lamb Center: A non-profit center operated by a religious institution that serves the homeless and low-income individuals living in the Fairfax area. The Lamb Center has a computer center and other services.

- Western Fairfax Christian Ministries: A religious charity that operates a food bank and a thrift store.
- Centreville Immigration Forum: A local non-profit that assists day laborers and other immigrants with services and community integration, including providing English as a Second Language classes. They operate a day labor center on Route 29 in a shopping center.
- Korean Central Presbyterian Church: Located in Centreville, which has a concentration of recently arrived Korean immigrants and Korean American families, the church has 7,000-8,000 members, including many older, LEP persons who need transportation assistance. The younger, Korean American population are native English speakers.
- Forest Glen: Senior housing on Route 29, many older LEP persons.

NCS Region 4 uses a “pink card” printed in the top seven languages other than English spoken by LEP persons in Fairfax County that provides relevant information on accessing NCS services for LEP persons.

Fairfax Connector Store

Fairfax Connector Stores sell fare media and provide information on regional transit options. FCDOT operates four Fairfax Connector stores in Reston, Tysons Corner, Herndon, and Springfield. Fairfax Connector store staff have experience assisting LEP persons from a variety of backgrounds, and Connector Store staff provided information on what types of information LEP persons are requesting when they visit Connector Stores, as well as the most frequently encountered language groups at the Connector Stores.

Table 28 Frequently Encountered Language Groups by Fairfax Connector Stores

Fairfax Connector Store	Language Groups
Reston	Spanish
Herndon	Spanish, Hindi, Urdu, Farsi, Arabic
Tysons	Spanish, Hindi, Urdu, Farsi, Arabic, Vietnamese, Korean, Chinese
Springfield	Spanish

In general, Fairfax Connector store staff have found that older adults (regardless of language group or country of origin) are the most likely to have a limited ability to speak English among the non-native English speaking persons served by the store. At all Fairfax Connector stores there is a need for materials in Spanish. While the younger Spanish-speaking population is generally capable of communicating in English and understanding some English language material, the older Spanish-speaking population needs more language assistance services. At the Tysons Corner Connector Store, staff often encounter older adults who are Asian, South Asian, and Middle Eastern immigrants who cannot speak English well.

Many of the LEP individuals who are seeking information and assistance at a Fairfax Connector Store are frequent customers, indicating that they need public transportation services. Anecdotally, Fairfax Connector Store staff have developed some understanding of the role that public transportation plays in the lives of LEP and other non-native English speaking persons that use their services. Latino customers use Fairfax Connector to meet their daily transportation needs, including not just the commute to work, but also for transportation to shopping and other services. They believe that many of the older Asian immigrants may have access to a vehicle or a family member that can drive, but use public transportation as they may not wish to drive to access shopping and medical appointments. Many of the

South Asian and Middle Eastern immigrants that use the Tysons Corner Connector Store are commuters who may have access to a private vehicle.

The Fairfax Connector Stores do have several Spanish-speaking staff, and they are typically utilized to communicate with Spanish speakers that require language assistance. However, for language groups other than Spanish, staff today use hand gestures, pointing on maps and other visual aids, and try to listen carefully to LEP persons to understand and meet their needs. Occasionally, Fairfax Connector store staff request assistance from nearby bus operators or supervisors who speak languages other than English.

Fairfax Connector Store staff already make use of the schedules and rider information available in Spanish. Staff felt that having better local area maps and visual aids would be useful in communicating with LEP persons. Most of the questions that are asked of Connector Store staff are how to travel to a destination, and the ability to use visual aids to answer the question would allow Fairfax Connector Store staff to communicate with LEP persons from many different language groups. When asking how to travel somewhere, LEP persons will sometimes provide the name of a destination written in English by another person, provide a general area (e.g., Route 7) that they want to go, but not be able to communicate the specific destination or address. Sometimes, LEP persons are looking for assistance in confirming which buses they should take. As a result, access to a language line would be beneficial as would any type of multi-lingual trip planning tool for Fairfax Connector Store staff.

Connector Store staff said that they do not typically see many African immigrants in Fairfax Connector Stores, and he could not speak to their language access needs. They also noted that at a few of the stores they see international tourists, and any language assistance resources provided could serve these individuals as well.

Overall Findings

Translation and interpretation needs are concentrated among a few languages and specific routes/areas of Fairfax County.

With the exception of Spanish, the need for language assistance is fairly confined to certain Fairfax Connector routes and areas of Fairfax County. As a result, translation and interpretation needs should be targeted to meeting the specific language access needs identified, rather than attempting to translate every material or schedule into all of the top languages.

Specific language group needs by area of Fairfax County identified include:

- Spanish – Springfield, U.S. Route 1, Annandale, Herndon/Reston, Route 7
- Urdu – Herndon/Reston, Lorton, Old Keene Mill
- Chinese – Herndon/Reston (concentrated at senior centers)
- Korean – Centreville, Herndon/Reston (concentrated at senior centers)
- Vietnamese – Backlick Road, Lorton
- Arabic – Herndon/Reston, Route 7 (Bailey's Crossroads)
- Twi – U.S. Route 1, Lorton
- Amharic – Route 7, Backlick Road, Lorton, Herndon/Reston

Fairfax Connector and other public transportation services are the primary form of transportation for many recently arrived immigrants, particularly those speaking Spanish and African languages (e.g., Amharic, Twi).

LEP persons in these immigrant groups are highly reliant on Fairfax Connector to meet their daily transportation needs. Bus operators reported seeing many of the same LEP persons every day and did not believe that these individuals had access to other forms of transportation. NCS staff also stated that LEP persons in these immigrant groups rely on bus service to travel from one social services agency to another and to access their children's schools and other community resource centers.

Language assistance needs are greater among older individuals.

Most, although not all, of those who participated in the bus operator and supervisor focus group and Neighborhood and Community Service staff interviews believed that it was primarily older individuals (over age 50 or 55) that experience the greatest need for language assistance. While recently arrived immigrants of any age typically need language assistance, most interviewees reported that the older individuals from any language group were more likely to be LEP. Participants reported that older LEP individuals are also more likely to be illiterate in their native language.

Fairfax Connector needs materials translated into several Asian Languages for specific routes used by older individuals.

Bus operators and supervisors reported that they did not encounter a large number of East Asian (Korean, Mandarin Chinese, and Vietnamese) individuals with limited English proficiency in most areas of the County, with the exception of several routes in the Herndon/Reston area that serve affordable senior housing. Bus operators and supervisors reported that with these populations there is often both a language and cultural barrier and that some older individuals become very frustrated when they cannot communicate with bus operators.

A need exists for greater travel training education among LEP populations across the County.

Several of those interviewed expressed a belief that many LEP persons did not understand how to ride Fairfax Connector (how to determine the fare, pay the fare, read a route map or schedule, or reach their final destination). It was suggested that some LEP populations (particularly South Asian and Middle Eastern immigrants) may be more likely to use Fairfax Connector, if they have information on how to use the system in their native language. Several of the individuals who participated in the interviews suggested the use of video (in multiple languages) or in-person travel trainers to familiarize these populations with the use of Fairfax Connector.

Fairfax Connector operators and supervisors have difficulty dealing with LEP persons they encounter today.

Individual operators and supervisors have developed strategies for serving LEP customers that vary widely. If the person seeking assistance is Spanish speaking, they often ask another Spanish speaker on the bus that has a greater ability to speak English to assist. One operator mentioned that he uses an iPhone translation app, if he is picking up at a location where this is possible. Operators and supervisors reported significant challenges in assisting and communicating with passengers that are older and speak East Asian languages. They also experience challenges serving passengers that speak one of the less prevalent foreign languages and individuals who are illiterate in their native language.

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

In determining Factor 4, FCDOT analyzed the quantitative and qualitative results from Factors 1, 2, and 3 to assess the needs for language access services, as well as Fairfax County's financial and structural capacity to provide those services. With regard to the latter, FCDOT looked specifically at leveraging

existing services and staff capacity, filling gaps, expanding services, and other measures necessary to ensure meaningful communication with LEP populations.

As part of these efforts, FCDOT examined the following strategies:

- Leveraging internal staff capacity for translation of certain documents.
- Developing community partnerships to provide translation services at events.
- Modifying Fairfax Connector bus rider surveys to collect data to better serve LEP populations.
- Creating highly visual area maps for bus operators to use with low-literacy and LEP passengers.
- Expanding an existing “travel training” program that can be modified for LEP populations.
- Expanding Fairfax County’s existing language line contract to include FCDOT, which would allow LEP populations to speak to a telephone operator in their native language with FCDOT office staff about Fairfax Connector services. The language line will give FCDOT access to real-time translation over the telephone for more than 200 languages. FCDOT staff, including bus supervisors, call center staff, and Connector Store staff will be able to access the language line as needed.

As part of a larger effort to address Title VI populations, Fairfax County also will soon hire a new Civil Rights staff position. This staff person, slated to be hired in Summer 2014, will be tasked with overseeing and ensuring FCDOT’s continued Title VI compliance, including the LAP, which will require inter-departmental communication and data collection related to the plan’s performance measures. This staffer also will be responsible for creating an annual report that evaluates the effectiveness of the plan’s outreach and services and suggest updates to the plan.

FCDOT is committed to providing language access resources that address the needs of the community and facilitate meaningful access to the County’s public transportation services. However, the activities presented in the LAP reflect the considerations of needs balanced with the available budget for providing language assistance. The costs associated with these services are documented in the plan and will be covered by FCDOT.

Language Access Plan

FCDOT synthesized the results of Factors 1-4 to create a meaningful LAP that provides critical services to LEP populations in the Fairfax Connector service area. To ensure that LEP populations are notified of these services, each activity includes a marketing component as well as a measurement metric to be used when evaluating and updating the plan.

FCDOT **currently provides** the following language assistance services:

- **Interpretation:** FCDOT has access to FCDOT and other Fairfax County staff that can provide interpretation services for Spanish, Mandarin Chinese, and Vietnamese. For example, through the Silver Line Pilot Program (described in the Project Examples), Fairfax County Police Department’s (FCPD) Language Support Services Unit was leveraged and can continue to be utilized to provide interpretation services at relevant Silver Line outreach events.
- **Website Translation:** Fairfax County, including FCDOT’s web page, currently uses Google Translate to provide translation of its website into approximately 80 different languages.
- **Fares, Policies, and General Information:** This guide to Fairfax Connector is currently available in English and Spanish.

- **Service Information Flyers:** FCDOT typically translates 10 of the 20 to 30 flyers it produces annually into Spanish. Service information flyers are selected for translation based on the needs of the riders impacted by the individual service change.

As part of the Language Access Plan, FCDOT **will provide** the following additional language assistance services:

FCDOT will begin to translate vital documents, conduct LAP employee trainings, provide additional language assistance and language assistance notification, and establish a process for monitoring and updating the plan. A more detailed analysis – including cost, marketing, and timelines – can be found in the tables that follow the narrative below.

Materials and Notices Translations, Interpretation

FCDOT will provide the following materials and notices translation, advertisements, and interpretation services to a list of community organizations and agencies identified by the FCDOT Title VI outreach coordinator.

- **Activity 1:** Print and distribute bus schedules in Spanish.
- **Activity 2:** Provide highly visual area sector maps to bus operators/supervisors for helping passengers; this will be of particular utility in aiding low literacy and LEP populations.
- **Activity 3:** Expand the number of languages in which the Fares and Policies Brochure are printed from Spanish to the 10 languages identified in the LAP Factor 1 summary.²⁴
- **Activity 4:** Print and distribute the Silver Line bus route changes brochure in Spanish.
- **Activity 5:** Post Title VI Notice and Complaint forms in FCDOT offices in the 10 languages identified in LAP Factor 1 summary
- **Activity 6:** Print and post Title VI Notice bus cards in Spanish in every vehicle in the Fairfax Connector fleet.
- **Activity 7:** Service information flyers: FCDOT produces about 25 flyers each year, which will be translated into the appropriate languages for the area impacted.
- **Activity 8:** FCDOT will advertise in local ethnic newspapers and on radio stations (as applicable) in advance of service changes (approximately four times per year), supplemented with online ads on newspaper sites and targeted Facebook ads.
- **Activity 9:** FCDOT will set up a Language Line phone number for the 10 languages identified in the LAP.
- **Activity 10:** Language assistance “tear sheets” that provide instructions on how to access language assistance services will be provided on buses.
- **Activity 11:** Continue to provide interpretation upon request at all public meetings, and use internal interpretation resources currently available (e.g., existing FCDOT staff resources).

Training and Events

FCDOT will provide language access training for staff and travel training, and community outreach to LEP communities:

²⁴ These languages, by order of prevalence in Fairfax County, include: Spanish, Korean, Vietnamese, Chinese, Hindi and other Indic languages, African Languages (Amharic, Twi), Arabic, Urdu, Farsi, and Tagalog.

- **Activity 1:** Travel Training events for community based organizations and service providers (based on existing trainings, but modified with culturally appropriate materials and activities).
- **Activity 2:** Pop-Up Events and Community Meetings with community partners and others who serve LEP populations in Fairfax County.
- **Activity 3:** Title VI staff training for planners, operators and supervisors.

Monitoring, Evaluating and Updating

Monitoring of the LAP implementation will occur through the ongoing compilation of performance and usage data, which will be assessed to evaluate how efficiently and effectively FCDOT is using its language assistance resources to reach LEP populations. Updating of the LAP will occur at the end of each fiscal year, when staff will review the data collected and the use of resources and outreach efforts by language through the monitoring and evaluation process. This information will be used to determine how many people FCDOT assisted or reached by each individual method. Staff responsible for the implementation of Title VI will work with FCDOT division chiefs to determine whether resources need to be shifted to reach individual LEP groups and the LEP population as a whole more effectively.

Activity 1: Quarterly Data Collection (overseen by Title VI staff)

- LEP materials downloaded from website, by document, by language
- LEP materials distributed by staff, by document, by language
- Calls to Language Line, by request type, by language
- Views of service change ads on Facebook, by language

Activity 2: Annual Data Collection (overseen by Title VI staff)

- Requests for interpretation, by event type, by language
- Feedback from bus operators and supervisors (materials, language requests, changes in encounters with LEP groups)
- LEP rider survey data (when survey data has been collected)
- Pop-Up Events and Community Meetings (number, type, attendance and languages represented)
- Title VI FCDOT Staff Trainings (number held, attendance)

Activity 3: Create an annual LAP report that summarizes the monthly and annual data monitored, changes in type of interactions by language, and results of bus operator focus groups and rider surveys. The report should also list FCDOT's language assistance strengths and weaknesses, new LEP outreach opportunities, and recommended updates to the LAP.

FCDOT Title VI staff will be responsible for providing clear guidelines for the data collection and performance monitoring that is needed to inform the plan's updating process, and will be in regular contact with the relevant FCDOT staff to ensure that the collection process is going smoothly. Staff will also be responsible for organizing annual meetings or focus groups with bus operators and supervisors, as well as a yearly rider survey for high LEP population routes, to determine LEP needs. Staff will be responsible for aggregating LEP monitoring data received on a monthly basis and producing an annual LAP evaluation report.

Additional Opportunities for Increasing Language Assistance

Throughout the development of the Four Factor Analysis, a number of opportunities for FCDOT to increase interaction and level of assistance to LEP populations in conjunction with partner agencies were identified. While not a part of FCDOT's adopted LAP strategies, these opportunities are largely low- to no-cost and will be incorporated into language assistance activities over the next three years.

Perhaps most significant among these identified opportunities is beginning to work with **Fairfax County Public Schools**. Nearly half of all FCPS students (47%) live in a household where a language other than English is spoken, and FCPS enthusiastically welcomes the opportunity to partner with FCDOT to disseminate information on transit services and plans to the families that they serve. FCDOT could work with FCPS to accomplish the following:

- Translated vital materials (translated copies of bus schedules and Fares, Policies, and General Information Guide) can be provided to FCPS Community Liaisons to provide to LEP families as a part of the packet of community services information that is provided at school registration. Community Liaisons work with 7,500 families each school year that are newly arrived in Fairfax County and who do not speak English as their native language.
- FCDOT can request that FCPS place links to translated vital materials (translated copies of bus schedules and Fares, Policies, and General Information Guide) on the foreign-language areas of their website.
- The FCPS Office of Parent Engagement can include FCDOT as an exhibitor at the special events they hold that serve families of language minority children, including English as a Second Language (ESOL) family nights. FCPS Office of Parent Engagement has requested a meeting with FCDOT to discuss potential areas of future collaboration.
- FCDOT can provide information on how to use Fairfax Connector to FCPS for inclusion in their foreign-language television program, "In Other Words."
- FCPS has invited FCDOT to attend a monthly meeting of Parent Liaisons. FCDOT may wish to do this to familiarize the Parent Liaisons, who are foreign-language speaking parents that assist LEP parents in a variety of ways, with the new translated materials and language access strategies that FCDOT is implementing through the Language Access Plan.
- FCDOT can explore the potential of utilizing the resources available in the FCPS Language Services Department through an interagency memorandum of understanding.

FCDOT also has an opportunity to continue to maintain contact and collaboration with the **Neighborhood and Community Services** regional offices. NCS Region 3 assisted in the development of the Silver Line-related service changes outreach activities, ensuring that they successfully reached Title VI protected populations. NCS Region 4 has invited FCDOT to meet with their council of non-profit community organization executive directors to discuss transit service needs and current transit service studies. FCDOT may wish to provide translated vital documents to the NCS regional offices, as they serve many immigrant and LEP persons.

Finally, FCDOT should consider language assistance needs when budgeting for public involvement activities for planning studies. FCDOT has an obligation to provide meaningful language assistance across all agency activities. While interpretation is currently provided upon request, increasing the participation of LEP persons in public involvement may require providing interpretation as needed and implementing strategies identified in the Public Participation Plan that will increase the participation of LEP persons.

Table 29 FCDOT Language Access Plan Strategies

Activities		Date	Marketing/Distribution	Measurement Tool
Hire and Train FCDOT Civil Rights Coordinator August 2014				
Materials and Notices Translations, Interpretation	Activity 1: Print and distribute bus schedules in Spanish	July 2014	<ul style="list-style-type: none"> FCDOT website FCDOT social media FCDOT buses Connector Stores Connector buses 	<ul style="list-style-type: none"> Number downloaded Number distributed
	Activity 2: Provide highly visual area maps to bus operators/supervisors for helping passengers; this will be of particular utility in aiding low literacy and LEP populations.	August 2014	<ul style="list-style-type: none"> Connector buses Major transit nodes 	<ul style="list-style-type: none"> Bus rider survey (when survey has been done) Feedback from bus operators and supervisors
	Activity 3: Expand the number of languages in which the Fares and Policies Brochure are printed from Spanish to the 10 languages identified in the LAP Factor 1 summary.	August 2014	<ul style="list-style-type: none"> FCDOT website FCDOT social media FCDOT offices Connector Stores 	<ul style="list-style-type: none"> Number downloaded, by language Number distributed, by language
	Activity 4: Print and distribute the Silver Line bus route changes brochure in Spanish and English	July 2014	<ul style="list-style-type: none"> FCDOT website FCDOT social media FCDOT offices 	<ul style="list-style-type: none"> Number downloaded Number distributed
	Activity 5: Post Title VI Notice and Complaint forms in the 10 languages identified in LAP Factor 1 summary.	July 2014	<ul style="list-style-type: none"> FCDOT website FCDOT social media FCDOT offices Connector Stores 	<ul style="list-style-type: none"> Number downloaded, by language Number posted, by language
	Activity 6: Print and post Title VI Notice bus cards in Spanish and English for every vehicle in the Fairfax Connector fleet. Cards also provide contact information for the 9 other Title VI languages.	August 2014	<ul style="list-style-type: none"> Connector buses Connector Stores FCDOT offices 	<ul style="list-style-type: none"> Feedback from bus operators and supervisors Number posted
	Activity 7: Service Information Flyers: FCDOT produces about 25 flyers each year, which will be translated the appropriate languages for the area impacted.	As needed	<ul style="list-style-type: none"> FCDOT website FCDOT social media Targeted Facebook ads 	<ul style="list-style-type: none"> Number downloaded, by language Number of Facebook views or clicks, by language
	Activity 8: FCDOT will advertise in local ethnic newspapers and on radio stations (as applicable) in advance of service changes (approximately four times per year), supplemented with online ads on newspaper sites and targeted Facebook ads.	As needed	<ul style="list-style-type: none"> FCDOT website FCDOT social media Targeted Facebook ads as needed 	<ul style="list-style-type: none"> Number downloaded, by language Number of Facebook views or clicks, by language Number of ads, by language, by media
	Activity 9: FCDOT sets up a Language Line phone number for the 10	July 2014	<ul style="list-style-type: none"> FCDOT website 	<ul style="list-style-type: none"> Calls by request type, by language

Activities		Date	Marketing/Distribution	Measurement Tool
	languages identified in the LAP – this service will be based in the Fairfax County Office of Human Rights and Equity.			
	Activity 10: Language assistance “tear sheets” that provide instructions on how to access language assistance services will be provided on buses.	August 2014	<ul style="list-style-type: none"> FCDOT website FCDOT social media 	<ul style="list-style-type: none"> Number downloaded, by language Number distributed by language Bus rider survey Feedback from bus operators and supervisors
	Activity 11: Continue to provide interpretation upon request at all public meetings, and use internal interpretation resources currently available (e.g., existing FCDOT staff resources).	July 2014	<ul style="list-style-type: none"> Advertise availability of interpretation with meeting notices 	<ul style="list-style-type: none"> Number of requests for interpretation, per year, by language Number of requests fulfilled, per year, by language
Training and Events	Activity 1: Travel Training events for Community Based Organizations and service providers	4-6 events per year	<ul style="list-style-type: none"> FCDOT website FCDOT social media Targeted Facebook ads as needed 	<ul style="list-style-type: none"> Events by type, by language Event attendance, by language
	Activity 2: Pop-Up Events and Community Meetings.	4-6 events per year	<ul style="list-style-type: none"> FCDOT website FCDOT social media Targeted Facebook ads as needed 	<ul style="list-style-type: none"> Events by type, by language Event attendance, by language
	Activity 3: Title VI FCDOT Staff Training for planners, operators and supervisors	Annually	N/A	<ul style="list-style-type: none"> Staff training attendance Number of trainings held
Monitor, Evaluate, Update	Activity 1: Monthly Data Collection <ul style="list-style-type: none"> LEP materials downloaded from website, by document, by language LEP materials distributed by staff, by document, by language Calls to Language Line, by request type, by language Views of service change ads on Facebook, by language 	Quarterly	N/A	
	Activity 2: Annual Data Collection <ul style="list-style-type: none"> Requests for Interpretation, by event type, by language Interpreters at public events, by event type, by language (include interpreters provided by partners) Feedback from bus operators and supervisor (Materials, language requests, changes in encounters with LEP groups) Rider Survey on selected high-LEP population routes 	Annually	N/A	

Activities	Date	Marketing/Distribution	Measurement Tool
<ul style="list-style-type: none"> • Travel Training events for Community Based Organizations and service providers • Pop-Up Events and Community Meetings • Title VI FCDOT Staff Training 			
<p>Activity 3: Annual LAP report that summarizes the data monitored, changes in type of interactions by language, and results of bus operator focus groups and rider surveys. The report should also list FCDOT's LAP strengths and weaknesses, new LEP outreach opportunities, and recommended updates to the LAP.</p>	<p>July 2015 (repeat annually)</p>		

Table 30 FCDOT Language Access Plan Costs and Assumptions – FY2015 Estimate

Activities	Cost <i>(estimated per fiscal year)</i>	Assumption
<i>Materials and Notices Translations, Interpretation</i>		
Activity 1: Print and distribute Spanish-language bus schedules	<ul style="list-style-type: none"> • Translation: \$5,100 • Printing: \$4,713 	<i>Bus Schedules (Source: FCDOT/Voiance)</i> <ul style="list-style-type: none"> • Spanish Translation: \$68/schedule, 75 routes (Voiance) • Formatting: \$100 (2 hours) • Printing 100,000 Spanish Schedules: \$4,713
Activity 2: Provide highly visual regional sector maps to bus operators/supervisors for use in the field.	<ul style="list-style-type: none"> • Already being printed by FCDOT 	This cost was included in the FY2014 budget.
Activity 3: Print and distribute Fares and Policies Brochure in the 10 languages identified in LAP.	<ul style="list-style-type: none"> • Translation: \$3,229 • Printing: \$3,500 	<i>Fares & Policies Brochure (Source: FCDOT/Voiance)</i> <ul style="list-style-type: none"> • Existing Spanish Translation: \$250 • Translation per language (non-Spanish): \$331 • Printing: \$350 per language
Activity 4: Print and distribute the Silver Line bus route changes brochure in Spanish	<ul style="list-style-type: none"> • Translation: \$46 • Printing: \$247 	<i>Service Information Flyer (Source: FCDOT)</i> <ul style="list-style-type: none"> • Spanish Translation: \$46 • FCDOT Internal Formatting/Printing: \$247/flyer
Activity 5: Post Title VI Notice and Complaint forms in Fairfax County DOT offices in the 10 languages identified in LAP	<ul style="list-style-type: none"> • Translation: \$721 	<i>Vital Materials Translation (Source: FCDOT)</i> <ul style="list-style-type: none"> • Spanish Translation: \$46 • Other languages (9): \$75
Activity 6: Print and post Title VI Notice bus cards in Spanish for every vehicle in the Fairfax Connector fleet	<ul style="list-style-type: none"> • Translation: \$46 • Printing: \$600 	<i>Title VI Notice Bus Cards (Source: FCDOT/Voiance)</i> <ul style="list-style-type: none"> • Spanish Translation: \$46 • Printing: \$600

Activities	Cost (estimated per fiscal year)	Assumption
<p>Activity 7: Service Information Flyers: FCDOT produces about 25 flyers each year, which will be translated the appropriate languages for the area impacted</p>	<ul style="list-style-type: none"> • Translation: \$11,115 • Printing: \$13,765 	<p><i>Service Information Flyer (Source: FCDOT)</i></p> <ul style="list-style-type: none"> • Translation for Spanish, Chinese, Vietnamese (In-house, FCDOT): \$25/hour • Translation per language (Not Spanish): \$75 • Assumption: 25 flyers translated into Spanish • Assumption: 5 flyers each in Chinese, Korean, Amharic and Vietnamese (\$400) • FCDOT Internal Formatting/Printing: \$247 per flyer/per language
<p>Activity 8: FCDOT will advertise in local ethnic newspapers and on radio stations (as applicable) in advance of service changes (approximately four times per year), supplemented with online ads on newspaper sites and targeted Facebook ads.</p>	<p>Newspaper ¼ page Print Ad, 4x/year</p> <ul style="list-style-type: none"> • Ad: \$10,960 • Translation: \$271 <p>Newspaper Web Ad (1x/year)</p> <ul style="list-style-type: none"> • Ad: \$250 <p>Radio (30 second ad, 1x/year)</p> <ul style="list-style-type: none"> • Ad: \$525 <p>Targeted Facebook Ads (2x/year, per language)</p> <ul style="list-style-type: none"> • Ad: \$200 • Translation: \$346 	<p><i>Newspaper ¼ page Print Ad, 4x/year</i></p> <ul style="list-style-type: none"> • Washington Chinese: \$1,200 (plus \$50 translation fee) • Washington Hispanic: \$4,560 • Zethiopia (Amharic): \$1,000 • Korea Daily: \$4,200 • Doi Nay (Vietnamese): To be determined <p><i>Newspaper Web Ad (1x/year)</i></p> <ul style="list-style-type: none"> • Washington Chinese: \$200 (\$50 translation fee) <p><i>Radio (30 second ad, 1x/year)</i></p> <ul style="list-style-type: none"> • El Zol (Spanish Language): \$250 • 1120 AM (Amharic): \$50 (plus \$200 translation fee) • 1310 AM (Korean): \$25 <p><i>Targeted Facebook Ads (2x/year, per language)</i></p> <ul style="list-style-type: none"> • \$20/day, per language (5 languages) <p><i>Vital Materials Translation (Source: FCDOT)</i></p> <ul style="list-style-type: none"> • Spanish Translation: \$46 • Other languages: \$75

Activities	Cost (estimated per fiscal year)	Assumption
<p>Activity 9: FCDOT sets up a Language Line phone number for 10 languages identified in the LAP.</p>	<ul style="list-style-type: none"> • Estimate: \$5,000 	<p><i>Language Line (Source: FCDOT, Fairfax County OHREP, LanguageLine.com)</i></p> <ul style="list-style-type: none"> • Spanish is \$.90/minute, other languages \$1.10/minute. Over 200 languages included • Fairfax County OHREP uses Language Line; their FY13 costs were \$1,355; each language line call costs \$95-\$177. • Language Line offers immediate, over the phone translation services in the following three situations: <ul style="list-style-type: none"> ○ A LEP individual visits the office in person. The office staffer calls language line. A language line representative answers the phone, and connects the staffer and the LEP individual with as live interpreter for the conversation. ○ A LEP individual calls the office, indicating their native language. The office staffer calls language line to get a live interpreter for the conversation. ○ A staffer places a call to an LEP person, first calling Language Line to have a live interpreter on hand when the LEP person picks up the phone.
<p>Activity 10: Language Assistance Tear Sheets on buses (8 languages already available – need to translate two more)</p>	<ul style="list-style-type: none"> • Translation: \$150 • Printing: \$250 	<p><i>Service Information Flyer (Source: FCDOT)</i></p> <ul style="list-style-type: none"> • Translations per non-Spanish languages: \$75 • FCDOT Internal Formatting/Printing: \$25 per flyer/language

Activities	Cost (estimated per fiscal year)	Assumption
<i>Training and Events</i>		
Activity 1: Travel Training events for community based organizations and service providers.	5 events/Year <ul style="list-style-type: none"> • Staffing: \$6,000 • Materials: \$2,145 • MATT bus: \$1,500 	<ul style="list-style-type: none"> • Staffing - \$1,200 per event for four contracted event staff (3 hours including set-up and break down) • Staples/Home Depot Materials – \$230 (one time cost), \$383 (each event) • Planning - 15 hours staff planning time per event, one staff per event • MATT Bus: \$100/hour, minimum 3 hours • Travel Trainer: 6 hours • Materials: Introduction to Transit (Book) • Staff Planning Time: 15 hour, 4 hours per event per staff member
Activity 2: Pop-Up Events and Community Meetings	5 Events/Year <ul style="list-style-type: none"> • Staffing: \$6,000 • Materials – \$1,915 	<ul style="list-style-type: none"> • Staffing - \$1,200 per event for four contracted event staff (3 hours including set-up and break down) • Staples/Home Depot Materials –\$400 (each event) • Staff Planning Time: 15 hours, 4 hours per event per staff member
Activity 3: Title VI FCDOT Staff Training	Title VI Officer	The Title VI Officer will be responsible for conducting all FCDOT staff training on a semi-annual basis for all new employees.
Evaluation		
Activity 1: Monthly Data Collection	Title VI Officer	The Title VI Officer will be responsible for all relevant data collection activities for the LAP.
Activity 2: Annual Data Collection	Title VI Officer	The Title VI Officer will be responsible for all relevant data collection activities for the LAP.
Activity 3: Annual LAP Report, Updates to Language Access Plan	Title VI Officer	The Title VI Officer will be responsible for compiling the annual LAP report and incorporating updates to the language access plan.
Contingency	<ul style="list-style-type: none"> • \$5,113 	The contingency will cover any additional costs incurred over the fiscal year that were not encompassed in this estimate.
Total Estimated Annual Cost	\$83,000	

CHAPTER 2: SERVICE STANDARDS AND POLICIES

The Fairfax County Department of Transportation has developed transit service standards and policies to guide the equitable provision of service and amenities for Fairfax Connector. Chapter Two examines the factors FCDOT utilizes to analyze and monitor transit service standards: vehicle loads, service frequency (based on type of route), on-time performance, and service availability. Chapter Two also delineates the transit service policies, which were originally adopted in the 2004 Bus Stop Improvement Study. These policies cover the distribution of transit amenities, bus stop placement and spacing, the installation of shelters, benches, signage, and lighting, and vehicle assignments. Chapter Two concludes with a description of FCDOT's efforts to monitor service standards and the implementation of transit service policies, including the Major Service Change, Disparate Impact, and Disproportionate Burden Policies.

2.1 Transit Service Standards

Vehicle Loads

Analyzing vehicle loads helps to determine crowding levels on buses. The average vehicle load is the maximum number of people on board (seated and standing) averaged over the peak one-hour in the peak direction. The vehicle load factor is measured as the ratio of average vehicle load to seated capacity (load/seat ratio) during weekday a.m. peak, midday, and p.m. peak periods. Table 31 below presents the maximum acceptable vehicle loads based on a 1.25 load factors established by Fairfax Connector.

Table 31 Maximum Acceptable Vehicle Loads for 1.25 Maximum Load Factor

Vehicle Type	Seated Capacity	Optimal Standing Capacity	Maximum Achievable Capacity	Maximum Load Factor
40 foot bus	39	9	48	1.23
35 foot bus	30	7	37	1.23
30 foot bus	28	7	35	1.25

Service Frequency

Service frequency standards (headways and span of service) are determined based on the type of route. The Fairfax Connector service uses the following classification of routes:

Commuter/Express: Fixed route bus service provided solely in the peak/rush hour periods Monday-Friday, in the peak direction of travel, where the service predominately picks up passengers from either a neighborhood or collection point (park-and-ride lot or transit hub), and provides closed-door service for at least five miles along the route on a highway or major arterial. At least one Metrorail station or transit hub is served.

Local: Fixed route bus service usually provided Monday through Sunday, where the service is provided along local streets and roadways, where there is not only passenger activity at the start and end point of the route, but also boardings and alightings at stops along the route. Service typically runs all day or during off-peak times.

Feeder: Fixed route bus service typically provided Monday through Friday, where the service predominately picks up passengers from a neighborhood and/or collection point (park-and-ride lot,

transit hub, etc.), and service is provided to/from a Metrorail station or transit hub. Service may be provided all day or solely in the peak periods. 'Reverse-commute' type service may also be included in this category.

Cross County: Fixed route bus service typically provided Monday through Sunday, where the service is provided along mostly local streets and roadways, where the route is at least 15 miles long and serves at least two activity centers (transit hubs, major generators, etc.), where there is not only passenger activity at the start and end point of the route, but also between stops along the route. Service typically runs all day.

Circulator: Fixed route bus service provided at higher frequencies (i.e. less than 15 minutes) all day. Service is designed to facilitate movement to and from a Metrorail station or transit hub. At least one Metrorail station or transit hub is served.²⁵

Based on these types of routes, the following service frequency guidelines have been established:

Span of service

- a) Commuter/express – when possible, service should be provided Monday through Friday during morning and evening peak periods – early enough to connect to the first Metrorail train inbound to the District, and to the last train operated at frequent (six minute or otherwise) headways outbound from the District in the afternoon
- b) Cross-County routes– service should begin, when possible, within the first hour of Metrorail service to last train outbound
- c) All other routes – service should begin, when possible, within the first hour of Metrorail service to within two hours of the last train²⁶
- d) *For other ridership generators/attractors – service should be as appropriate to serve demand*

Headways²⁷

- a) During peak periods on weekdays (5:30 AM – 9:00 AM and 3:30 PM – 7:00 PM)
 - a. Demand headways – not less than the rail headway and not more than twice the rail headway
 - b. Policy headways – to the extent possible, not more than 30 minutes
- b) During all other periods on weekdays and all day on Saturdays, Sundays, and holidays
 - a. Demand headways – not less than twice the rail headway and not more than three times the rail headway
 - b. Policy headways – to the extent possible, not more than 60 minutes
- c) To the extent possible, clock-face headways will be operated²⁸

²⁵ Based on the Circulator definition for this analysis, Fairfax Connector does not currently have circulator routes in the Fairfax Connector system, but will have new circulator routes introduced following the Silver Line related service changes.

²⁶ When referencing the last Metrorail train, the Monday-Thursday Metrorail schedule will be utilized, as Metrorail operates extended service on Friday and Saturday. The Sunday Metrorail schedule will apply on that day of the week.

²⁷ A demand headway is determined by applying a loading standard to observed maximum loads to determine the number of trips per hour required to accommodate the observed loads without exceeding the loading standard. A policy headway is set by standard or policy and is applied when there is insufficient demand to justify demand headway(s).

On-Time Performance

For this analysis, on-time performance is defined as vehicle arrivals no more than one minute early or no more than five minutes late measured at the first and last time point on a route.

Service Availability

Service availability indicates whether a person resides within 1/4 mile of a bus route, either Fairfax Connector, Metrobus, or both. This is measured as an aggregate of how many people in the County have bus service available to them.

2.2 Transit Service Policies

Distribution of Amenities / Site Selection Methodology

Selection and distribution of new installations of amenities (e.g., bus shelters, benches, loading pads and trash receptacles) is based on the criteria as established in the bus stop guidelines adopted in 2004.

Site selection also plays a major role in the distribution of bus stops and pedestrian improvements. As part of the 2004 Bus Stop Improvements Study new scoring and improvement factors were established. The scoring standard is comprised of various factors (e.g., safety, potential ridership, and cost). Locations were scored as either high or low priority, and, in an effort to address sites with immediate needs, all locations scoring in the high priority category have been selected for first consideration for improvements.

**Figure 7 Bus Stop Improvement Site Selection Prioritization Scoring
(Source: 2004 Bus Stop Improvement Study)**

Configuration			Combined Safety Score	Estimated and Potential Ridership	Additional Non-Transit Related Benefits	Cost for Improvements	Overall Score
Safety While Walking	Safety While Standing	Vehicular Safety					
1 = Most Safe			1 = Most Safe	1 = Low existing and potential usage	1 = No clear benefit to the community	1 = High Cost – Over \$100,000	1 = Low priority
5 = Least Safe			5 = Least Safe	5 = High existing and potential usage	5 = Clear benefit to the community	5 – Low Cost – Less than \$1,000	5 = Action Recommended

Bus Stop Guidelines

The bus stop guidelines include bus stop spacing, bus stop facilities (shelters, benches, loading pad, signs, service information, lighting, bus bays).

Bus Stop Spacing

- *High density* (750-foot spacing) – primarily commercial with high concentration of employment, or with a population density of more than five people per acre.
- *Moderate density* (1,000-foot spacing) – population density of two to five people per acre.

²⁸ Fairfax Connector has been challenged to maintain clock-face headways due to fluctuating travel times and traffic patterns at different times of the day, but still tries to adhere to this principle as much as possible.

- *Low density* (spacing based on activity centers rather than distance) – population density of less than 2 people per acre.

Fairfax Connector generally follows these bus stop spacing guidelines; however, bus stop spacing is at times predicated on whether or not there is existing infrastructure that can be safely accessed by the general public (i.e., no obstructions, the presence of sidewalks or lighting, whether other accessibility requirements are met) as well as the operational ability of the bus to safely operate and serve a specific or pre-selected stop location.

Bus Stop Facilities

Guidelines for the provision of bus stop facilities are provided below. Bus Stop facilities include: shelters, benches, loading pads, bus stops signs, parking signs, customer information signs, lighting, and bus bays. Bus bench installation generally follows the 2004 guidelines; however, it has become clear that the demand for bus shelters far exceeds the demand for benches alone. Regardless, the provision of benches still is included as part of the improvement program and benches are added when a site location meets the criteria.

- **Shelters may be installed if any one of the conditions below is met:**²⁹
 - a. Stop is at transit center OR at park-and-ride lot
 - b. Stop is at major activity center (boardings ≥ 100 per day) AND sufficient right-of-way for shelter is available
 - c. Stop is on arterial street/major collector road (boardings ≥ 100 per day) AND sufficient right-of-way for shelter is available
 - d. Stop is on arterial street/major collector road (boardings < 100 per day) AND stop is in high-density area AND no shelter exists on route within 0.5 mile AND sufficient right-of-way for shelter is available
 - e. Stop is on minor collector road (boardings ≥ 100 per day) AND sufficient right-of-way for shelter is available
 - f. Stop is on minor collector road (boardings < 100 per day) AND stop is in high-density area AND no shelter exists on route within 0.5 mile AND sufficient right-of-way for shelter is available
 - g. Stop is on residential street (boardings ≥ 50 per day) AND sufficient right-of-way for shelter is available
 - h. Stop is on residential street (boardings < 50 per day) AND stop is in high-density area AND no shelter exists on route within 0.5 mile AND sufficient right-of-way for shelter is available
 - i. Stop is on residential street (boardings < 50 per day) AND stop is in residential area AND no shelter exists on route within 1.0 mile AND sufficient right-of-way for shelter is available
 - j. Stop is on rural road (boardings ≥ 25 per day) AND sufficient right-of-way for shelter is available
 - k. Stop is on rural road (boardings < 25 per day) AND stop is in rural area AND no shelter exists on route within 1.0 mile AND sufficient right-of-way for shelter is available

²⁹ Since the Bus Stop Guidelines were developed in 2004, a new bus shelter advertising program was initiated. These shelter locations are selected by the advertising contractor in areas where high potential for shelter advertising sales and revenue exists. However, the shelter guidelines above must still be met for a stop to be considered for a shelter.

- **Benches may be installed if any one of the conditions below is met:**
 - a. Stop is at major activity center (boardings ≥ 100 per day) AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - b. Stop is on arterial street/major collector road (boardings ≥ 100 per day) AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - c. Stop is on arterial street/major collector road (boardings ≥ 100 per day) AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - d. Stop is on arterial street/major collector road (boardings < 100 per day) AND stop is in high-density area AND no shelter exists on route within 0.5 mile AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - e. Stop is on minor collector road (boardings ≥ 100 per day) AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - f. Stop is on minor collector road (boardings < 100 per day) AND stop is in high-density area AND no shelter exists on route within 0.5 mile AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - g. Stop is on residential street (boardings ≥ 50 per day) AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - h. Stop is on residential street (boardings < 50 per day) AND stop is in high-density area AND no shelter exists on route within 0.5 mile AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - i. Stop is on residential street (boardings < 50 per day) AND stop is in residential area AND no shelter exists on route within 1.0 mile AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - j. Stop is on rural road (boardings ≥ 25 per day) AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available
 - k. Stop is on rural road (boardings < 25 per day) AND stop is in rural area AND no shelter exists on route within 1.0 mile AND sufficient right-of-way for shelter is not available AND sufficient right-of-way for bench is available

- **Loading pad**
 - a. Extending full length of bus(es) at transit center / park-and-ride lot
 - b. Current bus loading pad specifications are 5'x8'³⁰

- **Bus stop sign**
 - a. Bus stop signs are installed at all locations with two design variations: local and regional (for stops jointly served by WMATA's Metrobus)

- **"No Stopping, Standing or Parking" signs**
 - a. The Fairfax County code designates all bus stops are "NO Parking" Zones. The code³¹ was amended in 2012 extending the length of the zone from a base of 30' to 70' feet, 60' feet on approach and 10' on departure in the bus stop area (Near-side, Mid-block and Far-side stops)

³⁰ The Fairfax Connector does not operate vehicles that deploy lifts at the rear doors, so FCDOT only designs bus loading pads to serve the front door ramp and kneeling systems.

³¹ Fairfax County Code, Chap. 82-5-40 as amended.

- **Customer information displays (schedule, system map)**
 - a. Fairfax County utilizes a variety of Customer Information display systems:
 - i. Bus route Ride Information Guides (2-4 sided mounted display units) which contain schedule and individual system maps are installed at all transit stations (bus/rail) and park-and-ride lots where Fairfax Connector bus service operates and have designated service bays
 - b. Bus System maps are installed in bus shelters at most transit stations that are primarily served by Fairfax Connector routes (Bus/Rail), and park-and-ride lots where Fairfax Connector bus service operates and has designated service bays

- **Lighting**
 - a. Generally Fairfax Connector bus stops do not have specific lighting installed other than what currently exists along the roadway in accordance with Illuminating Engineering Society standards

- **Bus bay – to be considered if at least one of the conditions below is met:**
 - a. The speed limit at the location is 45 miles per hour or higher
 - b. The sight distance at the location is limited by horizontal or vertical curves
 - c. The location is at the bottom of a steep grade
 - d. Bus dwells due to passenger activity generally exceed 10 seconds
 - e. When feasible, bus bays are located far side at signalized intersections to take advantage of traffic stream interruptions

Vehicle Assignment

Fairfax Connector’s routes are assigned vehicles from three bus garages: Herndon, West Ox, and Huntington, based on the size of the bus and the capacity needed on the routes served. Buses are replaced at the end of their useful life in accordance with Fairfax Connector’s fleet replacement plan. The 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 2002 with 94 percent of the fleet having a manufacture date of 2007 or later. The Fairfax Connector fleet averages 4.8 years of age. All vehicles in the Fairfax Connector fleet are low-floor with the exception of the 17 vehicles manufactured in 2002. Fairfax Connector’s current policy is to purchase only low-floor vehicles.

Table 32 Fairfax Connector Fleet Profile – June 2014

Year	Make	Size	Number	Low Floor?
2002	Orion	35'	7	No
2002	Orion	30'	10	No
2007	New Flyer	35'	16	Yes
2007	New Flyer	40'	52	Yes
2008	Orion	30'	26	Yes
2009	New Flyer	40'	45	Yes
2011	New Flyer	40'	68	Yes
2012	New Flyer	40'	20	Yes
2013	New Flyer	35'	15	Yes
2013	New Flyer	40'	19	Yes

2.3 Transit Service Monitoring

Definition of Minority Routes

This section evaluates the performance of Fairfax Connector according to 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 neighborhoods. 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. Forty-five and six tenths (45.6) percent of Fairfax County's population is minority, which means any Census Block where 45.6 percent or more of the population is minority is considered a minority Census Block.

An initial GIS analysis identified minority routes by the percentage of each route's revenue miles that intersect minority Census Blocks. The FTA's definition of minority routes was applied to all routes except those that run along a highway or are limited stop to the route destination. Using this definition, 28 routes were classified as minority routes. Additionally, express and limited stop routes were reviewed individually and as a result of this second process an additional 12 routes were classified as minority routes. Ultimately 40 routes, or 55 percent of Fairfax Connector's 73 routes are considered minority routes and 33 routes, or 45 percent are considered non-minority. The final classification distribution is depicted in Figure 8.

Figure 8 Distribution of Minority Routes



The FTA requires FCDOT to evaluate its defined standards and policies to ensure service equity between minority and non-minority routes. 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

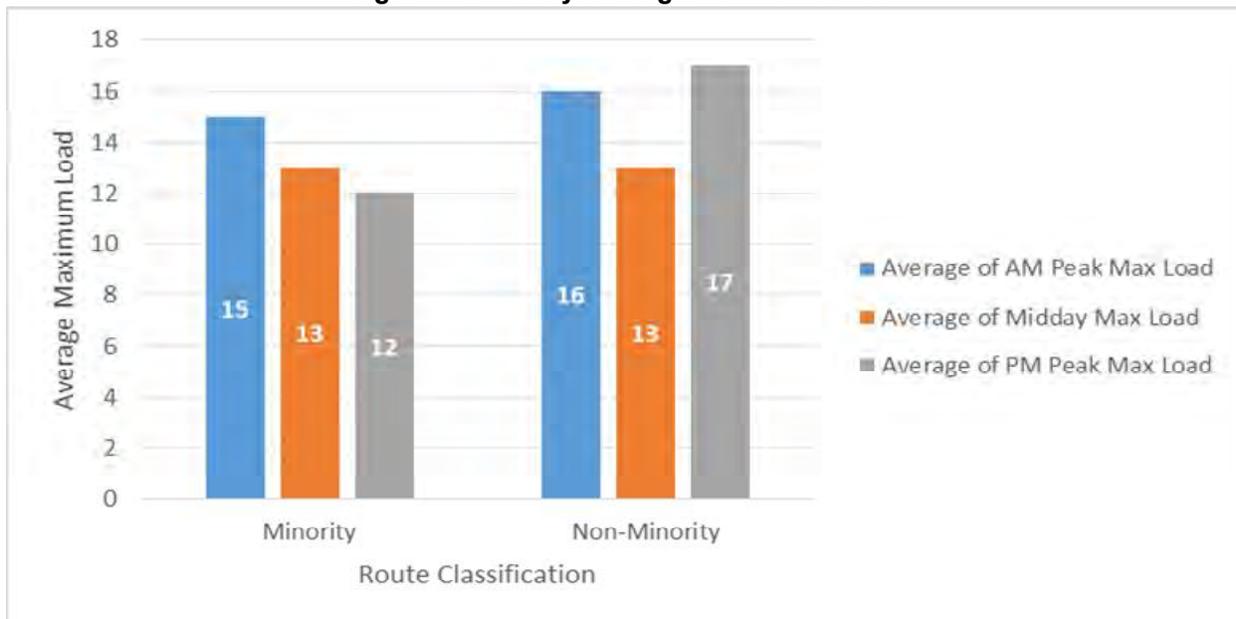
- Vehicle assignment
- Distribution of transit amenities

Evaluation of Transit Service Standards

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 one-hour in the peak direction. Vehicle passenger load is measured by the average load and the ratio of average load to seated capacity (load/seat ratio) during weekday am peak, midday, and pm peak periods. Data for this measure was taken from ridechecks conducted in Fall 2013, when available; when 2013 data was not available, 2008 ridecheck data was used in its place. Figure 9 shows that non-minority routes are slightly more crowded than minority routes for all time periods evaluated, however the average maximum loads for both route classifications are well below the number of seats available on the bus.

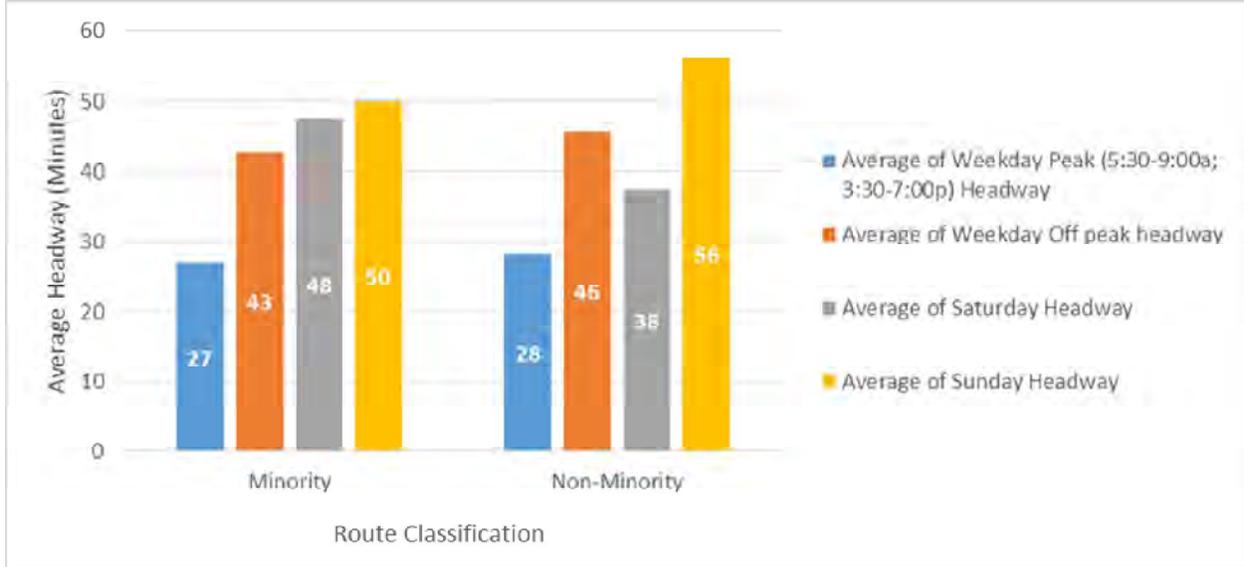
Figure 9 Weekday Average Maximum Loads



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 10 illustrates the variation in service headways by day of week and time of day for minority and non-minority routes. Route-level headway information was summarized by the time period and averaged across all minority and non-minority routes. During the weekday peak period, minority routes are served by headways that are more frequent than non-minority routes. The average weekday off-peak headway for minority routes is also more frequent than non-minority routes. Saturday service headways are more frequent for non-minority routes when compared to minority routes. Finally, Sunday service has more frequent headways for minority routes as compared to non-minority routes. Overall, there is not a significant difference in service frequency between minority and non-minority routes.

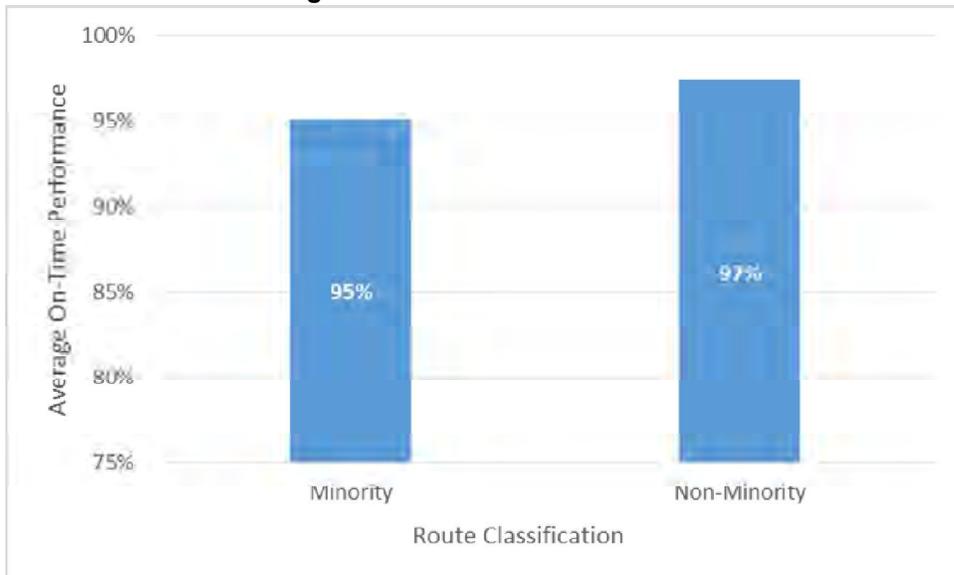
Figure 10 Service Headways



On-Time Performance

The on-time performance of a route is an indicator of service reliability. Fairfax Connector’s on-time performance data is derived from dispatch radio logs by bus garage as reported throughout the day for each bus route. Bus supervisors monitor trip delays for each route and Fairfax Connector staff summarize the percentage of trips observed that arrive on-time each month. On-time performance was evaluated for all routes over four sample months in 2013: April, May, September and October. Figure 11 shows that non-minority routes experience slightly better on-time performance than minority routes.

Figure 11 On-Time Performance



Service Availability

Service availability measures the percentage of the population within the County that is served by either Fairfax County Connector, Metrobus, or by the combination of both Connector and Metrobus. As shown in Table 33, 60 percent of the minority population in the County lives within walking distance (one quarter of a mile) of a Connector bus route, 45 percent within walking distance of a Metrobus routes. A combined 80 percent of minorities live within walking distance of either a Connector or Metrobus route. Fairfax County does not require an absolute share of the minority population that must be served by bus transit; however the County standard is that the share of non-minority population with access to transit cannot be higher than the share of minority population with access to transit. Table 33 also shows the percentage of non-minority population that lives within walking distance of transit. Overall the percentage of minorities within walking distance to transit services is higher than the percentage of the non-minority population.

Table 33 Population Service Availability

	Minority Served	Minority County	Minority Percent	Non-Minority Served	Non-Minority County	Non-Minority Percent
Connector	293,981	489,942	60%	277,928	588,177	47%
Metrobus	219,206	489,942	45%	209,778	588,177	36%
All Bus Transit	390,941	489,942	80%	381,195	588,177	65%

Transit Service Policies

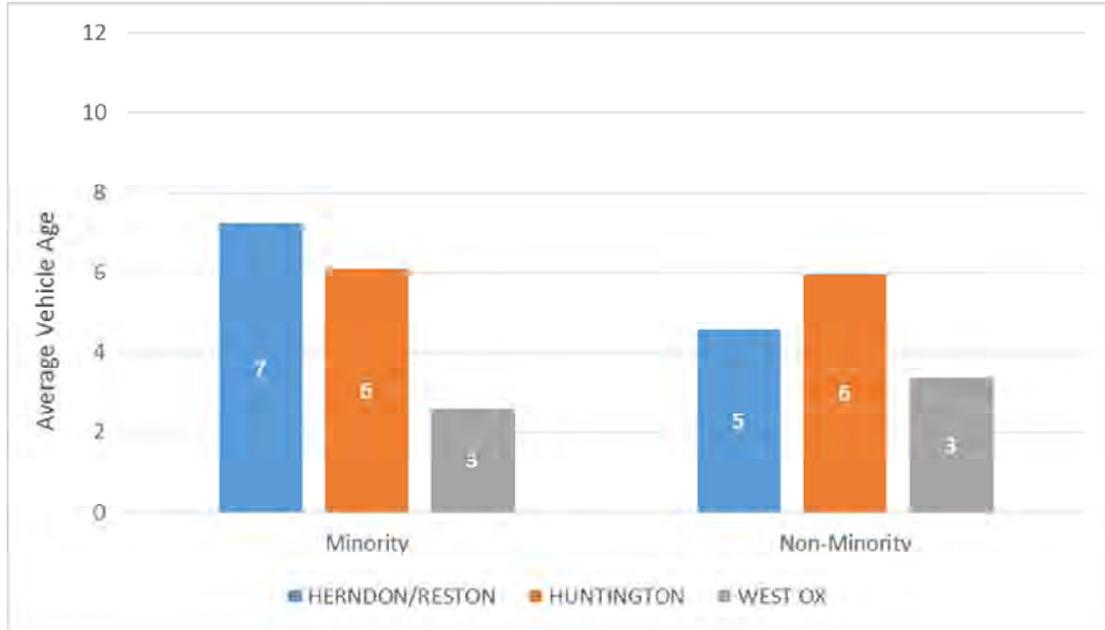
Vehicle Assignment: Fairfax Connector generally assigns vehicles to routes from three operating divisions as follows: North County service area (Reston-Herndon Division), Central service area (West Ox Division), and South County service area (Huntington Division). Specific bus types and sizes from each 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 30-foot buses on RIBS routes in Reston. Additionally, there are limitations that dictate where certain vehicles can be housed. For example, the Huntington division does not have the capability to dispense Diesel Exhaust Fluid (DEF). DEF works as part of the engine manufacturer’s emission treatment systems and is required in vehicles with diesel engines manufactured in 2010 and newer to meet Environmental Protection Agency (EPA) emission standards. The Huntington division fuel and wash lane construction project is currently underway and will provide for DEF storage and distribution. Completion of this project in Fall 2014 will allow assignment of 2010 and newer buses to the Huntington division.

Figure 12 shows the average age of vehicles used for minority and non-minority routes. Fleet assignment is estimated based on the average age of vehicle by size and cross-referenced by the vehicle assignment for each route; therefore the average age presented in Figure 12 is an estimate based on the fleet assignment and is not an actual reflection of the age of the exact vehicle assigned to each route.

Buses serving non-minority routes from the Herndon/Reston division are on average two years newer than buses serving minority routes. Note: In 2015, all 2002 high floor buses located at the Reston-Herndon division will be replaced with new buses, further reducing the average fleet age and that of the buses assigned to minority routes from this division.

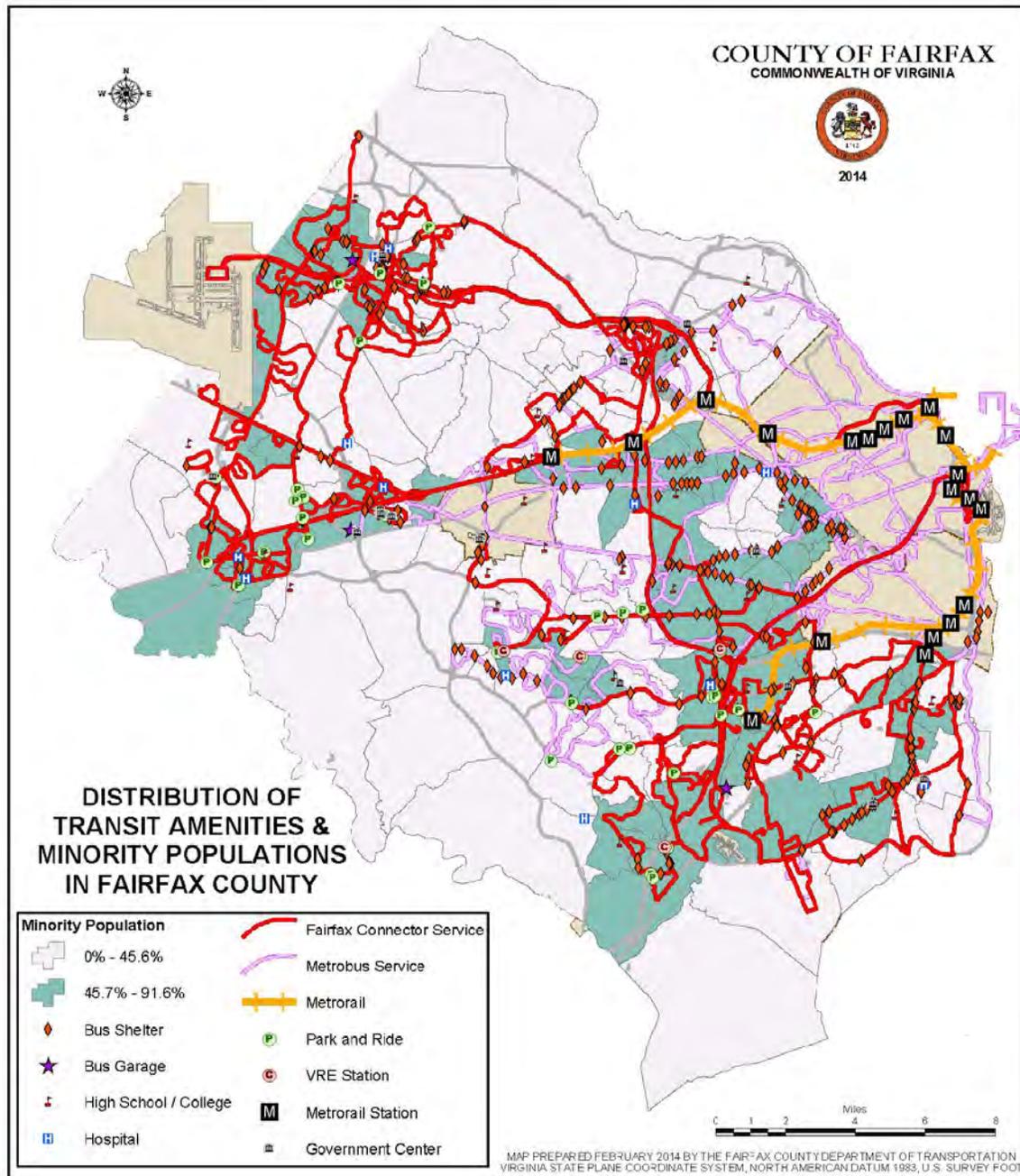
There is no difference in average vehicle age for buses serving minority and non-minority routes from the Huntington and West Ox divisions. Buses housed at the West Ox division are on average three years newer than buses at the Huntington division due to the current limitations of the Huntington garage noted above.

Figure 12 Average Age of Vehicles



Transit Amenities: The map in Figure 13 shows the location of Fairfax Connector’s amenities, including park-and-ride facilities, connections to Metrorail and Virginia Railway Express (VRE) stations, and bus shelters and bus garages, relative to locations of minority and non-minority populations. The map also illustrates where community facilities such as hospitals and schools are relative to Fairfax Connector bus routes and Metrobus routes, as a way of indicating ease of access by bus to these critical destinations.

Figure 13 Distribution of Transit Amenities



The map in Figure 12 clearly illustrates that transit amenities are equitably dispersed throughout the Fairfax Connector service area. Areas with high concentrations of minority populations generally have comfortable and safe access to a variety of transit options, including Fairfax Connector, Metrobus, Metrorail, and VRE, which provide convenient access to schools, hospitals, and government and employment centers.

Board Approval of Transit Service Monitoring Results

The Fairfax County Title VI Program, considered and approved by the Fairfax County Board of Supervisors on July 1, 2014, contained the results of the latest Transit Service Monitoring of the Fairfax Connector system. The minutes from that Board of Supervisors meeting are included below in 2..

2.4 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 for what constitutes a major service change, disparate impact, and disproportionate burden for use in future service equity and fare equity analyses.

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 in change of service 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**³². The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by 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**³³ 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)

Title VI Policies

The major service change, disparate impact, and disproportionate burden policies of Fairfax County Department of Transportation are as follows:

³² Emphasis added.

³³ Ibid.

Major Service Change

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.

Major Service Change Key Definitions

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

Revenue Service Miles: The number of mile a bus operates while carrying paying passengers.

Disparate Impact

A disparate impact occurs when the difference between the system-wide percentage of minority riders and the percentage of minority riders affected by a proposed service change or fare change is 10 percent or greater.

Disproportionate Burden

A disproportionate burden occurs when the difference between the system-wide percentage of low-income riders and the percentage of low-income riders affected by a proposed service change or fare change is 10 percent or greater.

Major Service Change, Disparate Impact, and Disproportionate Burden Policy Development

The major service change, disparate impact, and disproportionate burden policies were drafted collaboratively by FCDOT staff. A variety of informational items and data were used in the determination of these draft policies:

- Policies in place at peer transit agencies in the Washington, D.C. metropolitan area and across the United States.
- Data availability and ease of application to determine when a major service change is proposed.
- Census data analysis on the demographic and socio-economic composition of the population living within a quarter mile of a Fairfax Connector route.
- Ridership survey data collected in 2008.

The major service change policy reflects the availability of daily revenue service miles and hours and consideration of the types of service that is offered by Fairfax Connector. Revenue service hours and revenue service miles were both included in the major service change policy due to the different types of service 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 small geographic area.

The disparate impact policy was developed using a comparative analysis of the proportion of the population that is minority at the route-level for the entire Fairfax Connector system. This was done through an analysis of 2010 Decennial Census data in geographic information system (GIS) software that extracted the raw minority population and the total population living within a quarter mile of each Fairfax Connector route. This data for each route, and the system as a whole, was then examined to determine a threshold level that would likely result in meeting FTA's Title VI Circular's intent of establishing policies that are simultaneously not so high that they would never identify impacts and not so low that they would always identify an impact.

The disproportionate burden policy was developed through a comparative analysis of the proportion of households that are low-income in the Census tracts that are served by Fairfax Connector. The definition for low-income households used for this analysis was all households below 50 percent of the area median income, or all households with an income of \$53,650 or less. This is the same definition used by the Fairfax County Department of Housing and Community Development.

Census tracts with a median household income at or below 50 percent of the area median income were identified as low-income census tracts. The proportion of households located within one quarter mile of each Fairfax Connector route for low-income Census tracts that intersect with each Fairfax Connector route was determined through the use of geographic information system software. The data for each route and the system as a whole was then examined to determine a threshold level that would likely result in meeting FTA’s Title VI Circular’s intent of establishing policies that are simultaneously not so high that they would never identify impacts and not so low that they would always identify an impact.

Major Service Change, Disparate Impact, and Disproportionate Burden Public Comment

A public comment period on the definition of a major service change and the thresholds for disparate impact and disproportionate burden was held from February 28 to March 30, 2014. The proposed policies were posted to the Fairfax Connector website including a detailed description of the policies and how they will be used and a PowerPoint presentation on the policies. The public comment period was advertised on the Fairfax Connector website, social media (weekly posts were made to the Fairfax Connector’s Facebook page and Twitter feed during the comment period), and through the ConnectorInfo email listserv. Fairfax Connector also held two focus groups for invited community-based organizations co-hosted with the Office of Human Rights and Equity Programs to solicit feedback directly from community stakeholders serving minority, low-income, and limited English proficient populations. Members of the public were invited to provide public comment to FCDOT by U.S. Mail as well as by electronic mail. A single comment was received during the public comment period.

Focus Groups

One of the focus groups was held in the at the South County Government Center on Richmond Highway (U.S. Route 1) and a second focus group was held in the Southgate Community Center in Reston (Table 34). Each focus group began with a 30 minute presentation that provided an overview of Fairfax County DOT’s Title VI Program development process and explained the proposed disparate impact and disproportionate burden and major service change policies and how they would be applied. The second half-hour of each focus group time was spent in a facilitated discussion with participants on their views on the proposed policies.

Table 34 Title VI Focus Group Locations

Focus Group	Location	Date and Time
South County	South County Government Center Conference Room 221 A/B 8350 Richmond Highway Alexandria, VA 22309	Friday, March 14, 2014, 10:30-11:30am
North County	Southgate Community Center 12125 Pinecrest Road Reston, VA 20191	Thursday, March 20, 2014, 10:30-11:30am

The Office of Human Rights and Equity Programs invited 18 organizations to the South County focus group and 20 organizations to North County focus group. The following organizations sent representatives to attend the focus groups:

Table 35 Title VI Focus Group Attendees

South County Focus Group Attendees	North County Focus Group Attendees
Lorton Action Community Center	Cornerstones, Inc.
United Community Ministries	Asian Community Service Center

While just four organizations participated in the focus groups, those that did participate provided substantive feedback and gained an understanding of how FCDOT developed and will apply the disparate impact and disproportionate burden policies.

South County Focus Group Discussion Summary

Participants at the South County focus group felt that the disparate impact and disproportionate burden thresholds should be structured so that major service changes to the Fairfax Connector routes serving U.S. Route 1 will be captured. There is very low car ownership in the neighborhoods that surround the U.S. Route 1 corridor, and this area of Fairfax County has a relatively high proportion of low-income households. There was also a desire that while low-income persons are not a protected class of individuals under Title VI, that FCDOT pay particular attention to the needs of all low-income persons, including low-income Caucasian persons. Both organizations reported that the clients they serve often have difficulty paying for their bus fare, but that they rely on public transportation as their primary form of transportation. Focus group attendees also discussed other general transportation needs on U.S. Route 1 and were interested in maintaining contact with FCDOT in regard to future service changes and safety improvements to the corridor.

North County Focus Group Discussion Summary

At the North County focus group, the participants asked questions about how the income data used in the determination of disproportionate burden was obtained and about the threshold for defining low-income. The participants expressed a belief that an increase in fares due to service changes constitutes an adverse impact that needs to be captured in this analysis; specifically, they were concerned about the planned Fairfax Connector service changes that will be a part of the opening of Metrorail’s Silver Line which will shift some trips from bus to rail, a more expensive mode. Cornerstones, in particular, serves many low-income individuals, and they were concerned about the impact this would have on the lives of their clients. Focus group attendees also discussed the particular transportation concerns and needs of the communities that they serve or represent as well as issues related to language access and public participation.

Public Comments

The following public comment on the proposed Title VI policies was submitted via email to FCDOT:

“As integrated as Fairfax is why do we include language about impact to minorities. The language for a cost increase or route change should only address low-income, because that is the real issue for fair (*sic*) changes and route changes anymore. We are wasting time and resources addressing how these changes affect minorities anymore.

Best regards
Citizen for effective and fair government”

FTA C 4702.1B requires that FCDOT identify disparate impacts on minority communities and determine ways to avoid, minimize, or mitigate the impact if a disparate impact is found. FCDOT 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.

Documentation of Public Participation for the Development of Major Service Change, Disparate Impact, and Disproportionate Burden

Below is a screen capture of the public participation notice for the development of the Major Service Change, Disparate Impact, and Disproportionate Burden Policies.

Figure 14 Fairfax County Notice of Public Comment Period for Major Service Change, Disparate Impact, and Disproportionate Burden Policies

The screenshot shows the Fairfax County website interface. At the top, there is a navigation bar with links for Home, Living Here, Doing Business, Visiting, and Departments & Agencies. A search bar is located on the right. The main content area is titled "Fairfax Connector: Title VI" and features a "Public Comment Period: February 28 - March 30, 2014" banner. Below this is an "Overview" section explaining the Civil Rights Act of 1964 requirements and the county's policy development process. A "Public Input" section details the 30-day comment period and the methods for soliciting feedback. On the right side, there is a slide titled "Fairfax County DOT Title VI Program" which lists "Disparate Impact, Disproportionate Burden, and Major Service Change Proposed Policies". The slide includes a "Share" button and a "Save" button. The website footer contains a "Printer Friendly" link and a "Text Only" link.

A copy of the PowerPoint presentation included on the public participation notice and presented in public meetings with community groups is attached to this Updated Title VI Program in *Appendix B*.

Below is a sample letter that was emailed to community groups seeking input on the proposed Major Service Change, Disparate Impact, and Disproportionate Burden Policies.

Good Afternoon,
Fairfax County's Department of Transportation and Office of Human Rights and Equity Programs cordially invites you to participate in a focus group comprised of community organization representatives to discuss the Department of Transportation's proposed policies for compliance with **Title VI of the Civil Rights Act of 1964**.

DATE: Thursday, March 20, 2014
TIME: 10:30-11:30 am
LOCATION: Southgate Community Center
12125 Pinecrest Road
Reston, VA 20191

The Civil Rights Act of 1964 requires that the Fairfax County Department of Transportation (FCDOT) operates programs and services without regard to race, color, or national origin. Federal Transit Administration Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," requires FCDOT develop three policies that create statistical thresholds that will be used to analyze bus route changes and fare changes for discriminatory impacts. Read more about our proposed policies online at: <http://www.fairfaxcounty.gov/connector/titlevi/>.

As a community organization that is intimately familiar with the transportation needs of our County's minority, low-income, and limited English proficient populations, your input is vital to our proposed Title VI policies.

Please RSVP directly to: Nicole Rawlings (nicole.rawlings@fairfaxcounty.gov and sjohnson@foursquareitp.com) by Thursday, March 13th.

Light refreshments will be served at focus group. Please let us know if you have any questions about this invitation!

Thank you!

A spreadsheet containing contact information for individuals representing a diversity of community organizations that were invited to participate in the development of the Major Service Change, Disparate Impact, and Disproportionate Burden Policies is attached to this Updated Title VI Program in *Appendix C*.

Adverse Effect Definition

FTA C 4702.1B also requires that "adverse effects" of major service changes be defined and utilized in the analysis of any proposed major service changes. However, these definitions are not included in the required public review for the major service change, disparate impact, and disproportionate burden policies. For FCDOT an adverse effect occurs in the following cases:

- *New or Additional Service* – Should only be considered a potential adverse effect if other service was eliminated to release resources to implement it.
- *Headway Changes* – Should only be considered a potential adverse effect if the headway(s) increase by at least 20 percent.
- *Alignment Changes* – Should only be considered a potential adverse effect if at least 15 percent of the alignment eliminated or modified.
- *Span of Service Changes* – Should only be considered an adverse effect if span of service decreases by 10 percent.
- *Eliminated Service* – Should always be considered to have an adverse impact.

FCDOT shall consider the degree of the adverse effects, and analyze those effects, when planning major service changes. Where warranted and if feasible, FCDOT may take steps minimize the impacts of any adverse effects.

2.5 Major Service Changes Implemented from FY 2012 to FY 2014

Fairfax County's previous Title VI Program expired in November 2012. Under the previous Title VI Program, Fairfax County was not required to establish Major Service Change, Disparate Impact, and Disproportionate Burden policies and, consequently, did not complete Service Equity Analyses on these changes at the time they occurred. However, per FTA's request, FCDOT has identified all of the major service changes over the past three years, using the County's recently adopted Major Service Change policy.

Fairfax County implemented a total of 24 route changes during the previous three years that would have qualified as a major service change under the County's recently adopted Title VI Program. Each of these major service changes is described briefly in this section. The changes are listed chronologically.

Fiscal Year 2012 (July 1, 2011 – June 30, 2012)

- *Route 171 (Saturday and Sunday only)*: The previous Route 171 was split into two routes, Route 171 and Route 371, to improve service reliability.
- *Route 305 (weekday)*: The previous Route 305 alignment was revised, and extended to cover part of the former Route 307 alignment.
- *Route 307 (weekday)*: This route was eliminated due to poor performance.
- *Route 371 (weekday, Saturday, and Sunday)*: The new Route 371 covered part of the previous Route 171 alignment and part of the former Route 307 alignment.
- *Route 310 (weekday)*: The level of service on Route 310 was increased to reflect ridership demand.
- *Route 331 (weekday)*: This route was eliminated, but was replaced by the new Route 333.
- *Route 333 (weekday)*: The new Route 333 served the same areas as the former Route 331.

- *Route 332 (weekday)*: This route was eliminated, but was replaced by the new Route 334.
- *Route 334 (weekday)*: The new Route 334 served the same areas as the former Route 332.
- *Route 335 (weekday)*: The new Route 335 provides a direct link between the Franconia-Springfield Metrorail/VRE Station and Fort Belvoir's Main Post.
- *Route 151 (Saturday only)*: The level of service on Route 151 was increased to reflect ridership demand.
- *Route 159 (weekday)*: The operation of Route 159 was modified to provide limited stop service along Richmond Highway (US-1).
- *Route 981 (weekday, Saturday, and Sunday)*: The new Route 981 provided a link between Tysons, Reston Town Center, Herndon, and Dulles International Airport.

Fiscal Year 2013 (July 1, 2012 – June 30, 2013)

- *Route 333 (weekday)*: The schedule and routing of this route were adjusted.
- *Route 304 (weekday)*: This route was eliminated, but the new Routes 373 and 394 provide service to segments of the former Route 304 alignment.
- *Route 371 (weekday only)*: Peak period service on this route was eliminated, and was replaced by Routes 372 and 373.
- *Route 372 (weekday)*: The new Route 372 increased coverage in the Backlick Road corridor adjacent to I-95 beyond that provided by Route 371.
- *Route 373 (weekday)*: The new Route 373 added service to the Boston Boulevard industrial area to the service provided by Route 371.
- *Route 394 (weekday)*: The new Route 394 provided service to the new Saratoga Park-and-Ride Lot, and provided coverage to part of the former Route 304 alignment.
- *Route 495 (weekday)*: The new Route 495 provided express service linking the Burke Centre VRE Station and Tysons via the Capital Beltway (I-495) Express Lanes.
- *Route 493 (weekday)*: The new Route 493 provided express service linking the Lorton VRE Station and Tysons via the Capital Beltway (I-495) Express Lanes.
- *Route 494 (weekday)*: The new Route 494 provided express service linking the Franconia-Springfield Metrorail/VRE Station and Tysons via the Capital Beltway (I-495) Express Lanes.
- *Route 495 (weekday)*: The schedule and routing of this route were adjusted.

Fiscal Year 2014 (July 1, 2013 – June 30, 2014)

- *Route 372 (weekday)*: The schedule and routing of this route were adjusted.

Fairfax County policy for many years has been to conduct extensive public outreach activities in advance of major service changes. Accordingly, for each of the major service changes from FY 2012 to FY 2014, FCDOT completed public meetings and public information campaigns in areas impacted by proposed changes. For example, prior to the service changes, FCDOT conducted public meetings to solicit input from the ridership. FCDOT also published news releases and notices of upcoming changes, once the service changes were ready to be implemented.

Below, in *Appendix D*, are examples of public outreach materials for several of the major service changes from FY 2012 to FY 2014. These materials include public meeting notices in English and in Spanish to solicit feedback prior to making changes. Also included are news releases and notices of upcoming service changes in English and Spanish once the public had been consulted and the changes were being implemented.

FCDOT staff responsible for developing and implementing the service changes from FY 2012 to FY 2014 no longer work for Fairfax County. Consequently, current FCDOT staff is unable to determine if the public outreach efforts during this timeframe caused any of the proposed service changes to be modified in any way. Regardless, according to the findings of the Service Equity Analysis below, all of the major service changes that met or exceeded the threshold for a disparate impact and any potential adverse effects under Fairfax County's current Title VI Program were mitigated.

Service Equity Analysis Findings of Disparate Impact and Actions Taken

Under the previous Title VI Program, Fairfax County was not required to perform service equity analyses for major service changes. However, per FTA's request, FCDOT has retroactively completed service equity analyses for potential disparate impacts related to major service changes over the past three years. In accordance with recently approved FTA methodology, the evaluation of these potential disparate impacts used demographic data at the route level that was collected as a part of the 2009 Fairfax County Transit Development Plan.

Of the 24 major service changes that occurred between FY 2012 and FY 2014, nine would have met or exceeded the threshold for a disparate impact under the policy contained in the County's current Title VI Program. Of these, three occurred in Fiscal Year 2012, five occurred in Fiscal Year 2013, and one occurred in Fiscal Year 2014. Although the County's previous Title VI Program did not require it, FCDOT fully mitigated these disparate impacts and any potential adverse effects in a manner consistent with FTA regulations and Fairfax County's current Title VI Program.

Fiscal Year 2012 (July 1, 2011 – June 30, 2012)

- *Route 171 (Saturday and Sunday only)*
Route 171 was split into two routes, Route 171 and a new route, Route 371. The percentage of minority riders on the previous Route 171 was 83%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 171 and the system as a whole was 17%. This difference exceeded the 10% threshold set in the

disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 171 suffered an adverse effect.

Actions Taken – The new Route 171 operated along a shorter alignment, thus reducing miles operated. The level of service provided along the new Route 171 alignment, however, was not reduced. Also, connectivity was maintained between the new Route 171 and Route 371 at the Lorton VRE Station. In terms of the amount of service provided, as measured by the number of trips operated, this change resulted in no adverse effect.

- *Route 307 (weekday)*

Route 307 was eliminated due to poor performance. The percentage of minority riders on Route 307 was 93%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 307 and the system as a whole was 27%. This difference exceeded the 10% threshold set in the disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 307 suffered an adverse effect.

Actions Taken –The existing Route 305 was modified, and the new Route 371 was designed, to provide alternative service to riders of the former Route 307. Routes 305 and 371 each provide a direct connection to the Franconia-Springfield Metrorail/VRE Station, which was not available to Route 307 riders. In addition, Route 371 provides service seven days a week, while Route 307 only operated on weekdays. This change has had a positive impact, and resulted in no adverse effect.

- *Route 371 (weekday, Saturday, and Sunday)*

Route 371 was created. The percentage of minority riders on Route 371 was 85%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 371 and the system as a whole was 19%. This difference exceeded the 10% threshold set in the disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 371 suffered an adverse effect.

Actions Taken – The new Route 371 covered part of the previous Route 171 alignment and part of the former Route 307 alignment. Route 371 also provided local bus service along the Backlick Road corridor west of I-95, while the previous Route 171 had operated express on I-95 itself. This new service was operated without removing service from protected populations. This change had a positive impact, and resulted in no adverse effect.

Fiscal Year 2013 (July 1, 2012 – June 30, 2013)

- *Route 371 (weekday only)*

Peak period service on Route 371 was eliminated. The percentage of minority riders on Route 371 was 85%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 371 and the system as a whole was 19%. This difference exceeded the 10% threshold set in the disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 371 suffered an adverse effect.

Actions Taken – Although peak period service on this route was eliminated, it was replaced by Routes 372 and 373. These two new routes provided additional geographic coverage to an area that was first served by the previous Route 371. In addition, the new peak period routes provide a better

level of service than did the previous Route 371. This change had a positive impact, and resulted in no adverse effect.

- *Route 372 (weekday)*

Route 372 was created. The percentage of minority riders on Route 372 was 85%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 372 and the system as a whole was 19%. This difference exceeded the 10% threshold set in the disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 372 suffered an adverse effect.

Actions Taken – Route 372 increased coverage in the Backlick Road corridor adjacent to I-95 beyond that provided by Route 371. Route 372 also operated at the same level of service as did the previous peak period service on Route 371. This new service was operated without removing service from protected populations. This change had a positive impact, and resulted in no adverse effect.

- *Route 373 (weekday)*

Route 373 was created. The percentage of minority riders on Route 373 was 85%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 373 and the system as a whole was 19%. This difference exceeded the 10% threshold set in the disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 373 suffered an adverse effect.

Actions Taken – Route 373 added service to the Boston Boulevard industrial area to the service provided by Route 371. Route 373 also operated at the same level of service as did the previous peak period service on Route 371. This new service was operated without removing service from protected populations. This change had a positive impact, and resulted in no adverse effect.

- *Route 493 (weekday)*

Route 493 was created. The percentage of minority riders on Route 493 was 85%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 493 and the system as a whole was 19%. This difference exceeded the 10% threshold set in the disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 493 suffered an adverse effect.

Actions Taken – The new Route 493 provided express service linking the Lorton VRE Station and Tysons via the Capital Beltway (I-495) Express Lanes. It provided a faster and more convenient connection than had been previously available between these locations. This new service was operated without removing service from protected populations. This change had a positive impact, and resulted in no adverse effect.

- *Route 494 (weekday)*

Route 494 was created. The percentage of minority riders on Route 494 was 81%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 494 and the system as a whole was 15%. This difference exceeded the 10% threshold set in the disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 494 suffered an adverse effect.

Actions Taken – The new Route 494 provided express service linking the Franconia-Springfield Metrorail/VRE Station and Tysons via the Capital Beltway (I-495) Express Lanes. It provided a faster and more convenient connection than had been previously available between these locations. This new service was operated without removing service from protected populations. This change had a positive impact, and resulted in no adverse effect.

Fiscal Year 2014 (July 1, 2013 – June 30, 2014)

- *Route 372 (weekday)*

The schedule and routing on Route 372 were adjusted. The percentage of minority riders on Route 372 was 85%. The system-wide percentage of riders on the Fairfax Connector was 66%. The difference between the percentages of minority riders on Route 372 and the system as a whole was 19%. This difference exceeded the 10% threshold set in the disparate impact policy, and therefore warranted further review to establish whether minority riders on Route 372 suffered an adverse effect.

Actions Taken – Although the schedule and routing of this route were adjusted, it resulted in additional service being provided from the previous Route 372. This change had a positive impact, and resulted in no adverse effect.

In accordance with Fairfax County's new Title VI Program, FCDOT recently did complete a Service Equity Analysis, which was considered and approved by the County's Board of Supervisors on July 29, 2014. The Service Equity Analysis was uploaded into TEAM on July 30, 2014.

2.6 Fare Changes Implemented from FY 2012 to FY 2014

Below are two charts depicting fare changes for the past three years. Under the previous Title VI Program, Fairfax County was not required to conduct fare equity analyses for these changes at the time. However, FCDOT recently did complete a Fare Equity Analysis for its most recent fare change, which was considered and approved by the County's Board of Supervisors on June 17, 2014. Notice of the adoption of the Fare Equity Analysis by the Fairfax County Board of Supervisors was submitted to FTA on July 1, 2014. The Fare Equity Analysis was uploaded into TEAM on July 30, 2014.

Figure 14 Fare Changes from FY 2012 to FY 2014 for Standard Fares

SERVICE LEVEL		FY2012	FY2013	FY2014	FY2015 *
		7/1/2011	7/1/2012	7/1/2013	7/1/2014
		-	-	-	-
		6/30/2012	6/30/2013	6/30/2014	6/30/2015
Level 1	Fairfax Connector Local Service SmarTrip	1.50	1.60	1.60	1.75
	Fairfax Connector Local Service Cash	1.70	1.80	1.80	
Level 2	Fairfax Connector Express 1 SmarTrip	7.00	7.50	7.50	7.50
	Fairfax Connector Express 1 Service Cash	7.00	7.50	7.50	
Level 3	Fairfax Connector Express 2 SmarTrip	5.00	5.35	3.65	4.00
	Fairfax Connector Express 2 Service Cash	5.00	5.35	4.00	
Level 4	Fairfax Connector Tysons/Shuttle SmarTrip				0.50
	Fairfax Connector Tysons/Shuttle Service Cash				
Level 5	Fairfax Connector Reserve SmarTrip	3.65			
	Fairfax Connector Reserve 3 Service Cash	3.85			
Level 6	Fairfax Connector Wolf Trap Service Smart Trip/Cash	5.00	5.00	5.00	5.00

*Beginning July 1, 2014; there is no price differential between SmarTrip and cash fares.

Figure 15 Fare Changes from FY 2012 to FY 2014 for Seniors and Disabled

SERVICE LEVEL		FY2012	FY2013	FY2014	FY2015
		7/1/2011	7/1/2012	7/1/2013	7/1/2014
		-	-	-	-
Senior/Disabled		6/30/2012	6/30/2013	6/30/2014	6/30/2015
Level 1	Fairfax Connector Local Service SmarTrip	0.75	0.80	0.80	0.85
	Fairfax Connector Local Service Cash	0.85	0.90	0.90	
Level 2	Fairfax Connector Express 1 SmarTrip	0.75	0.80	7.00	0.85
	Fairfax Connector Express 1 Service Cash	0.85	0.90	7.00	
Level 3	Fairfax Connector Express 2 SmarTrip	0.75	0.80	1.80	2.00
	Fairfax Connector Express 2 Service Cash	0.85	0.90	2.00	
Level 4	Fairfax Connector Tysons/Shuttle SmarTrip				0.50
	Fairfax Connector Tysons/Shuttle Service Cash				
Level 5	Fairfax Connector Express 3 SmarTrip	0.75	0.80	2.65	
	Fairfax Connector Express 3 Service Cash	0.85	0.90	2.65	
Level 6	Fairfax Connector Wolf Trap Service Smart Trip/Cash	5.00	5.00	5.00	5.00

2.7 Conclusions

Fairfax County Department of Transportation has taken the opportunity of the development of this Title VI Program to closely examine programs and policies in place to serve the minority, LEP, and low-income communities in the County. As a result of this effort, Fairfax County has a new awareness of these communities, where they reside, what languages they speak, and what strategies it can use to communicate effectively with them. Indeed, the County has developed and adopted new policies to provide more accessible and relevant information to, and public involvement opportunities to obtain input on transit services and planning from, *all* members of the public. The County has also adopted new Major Service Change, Disparate Impact, and Disproportionate Burden policies that will govern future transit service change decisions. Within the next few months, FCDOT will hire a new civil rights position that will be dedicated to Title VI Program oversight, compliance, and coordination within FCDOT and with other County agencies. Throughout the life of this Title VI Program, FCDOT will continue to refine its data collection procedures, public outreach efforts, and work to create enduring partnerships with Community Based Organizations that represent minority, LEP, and low-income communities. This Title VI Program will provide the foundation for future decisions with regard to the provision of transit services, planning processes, and public involvement.

Board of Supervisors Approval of Fairfax County Title VI Program

On July 17, 2014, Fairfax County forwarded to FTA representatives a link to the minutes of the July 1, 2014 Board of Supervisors meeting at which the Title VI Program was approved.

The URL for those minutes is: <http://www.fairfaxcounty.gov/bosclerk/summary/2014/14-07-01.pdf>

The minutes relating to the Board of Supervisor's approval of the Title VI Program are also provided below:

Board Summary –Page 10- July 1, 2014

16. A-6 – BOARD APPROVAL OF THE COUNTY'S TITLE VI PROGRAM FOR THE FEDERAL TRANSIT ADMINISTRATION (FTA) (11:43 a.m.)

On motion of Supervisor McKay, seconded jointly by Supervisor Gross and Supervisor Hudgins, and carried by unanimous vote, the Board concurred in the recommendation of staff and approved the County's Title VI Program.

APPENDIX A: MAPS OF LINGUISTICALLY ISOLATED POPULATIONS IN FAIRFAX COUNTY BY LANGUAGE

Map Note: All of the maps were prepared using U.S. Census Bureau, American Community Survey, 2008-2012, five-year estimates, data. Linguistically isolated populations were identified as those who speak English less than “very well.” Data was analyzed at the tract level of Census geography.

These maps indicate that current transit routes traverse areas with relatively high concentrations of linguistically isolated Chinese, Korean, Spanish, and Vietnamese speakers. In general, census tracts with linguistically isolated households are clustered around transit, including not only Fairfax Connector but also service provided by WMATA.

Figure 1 Concentration of Linguistically Isolated Households (Percent of Total) in Fairfax County

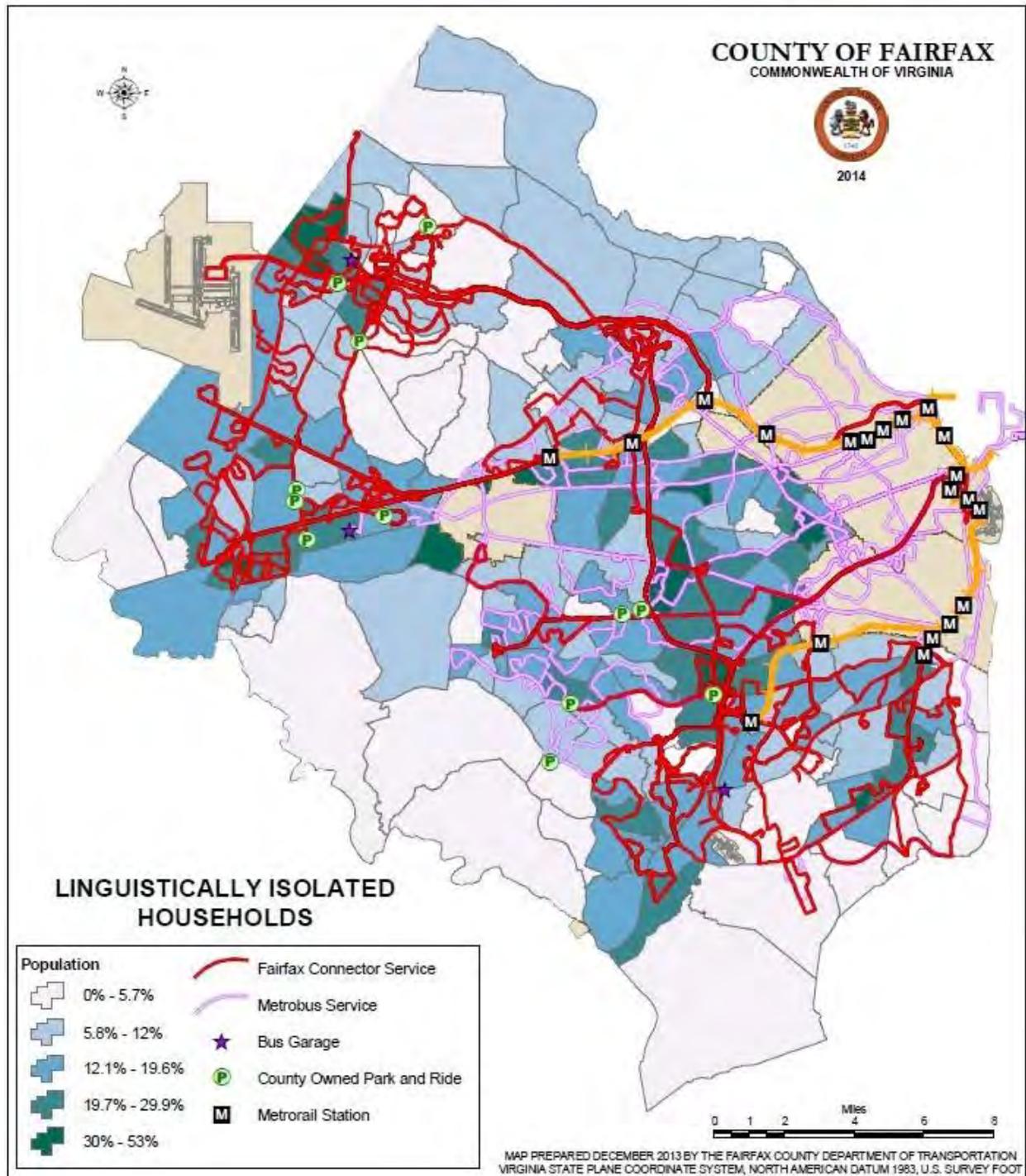


Figure 2 Linguistically Isolated Households in Fairfax County – Arabic

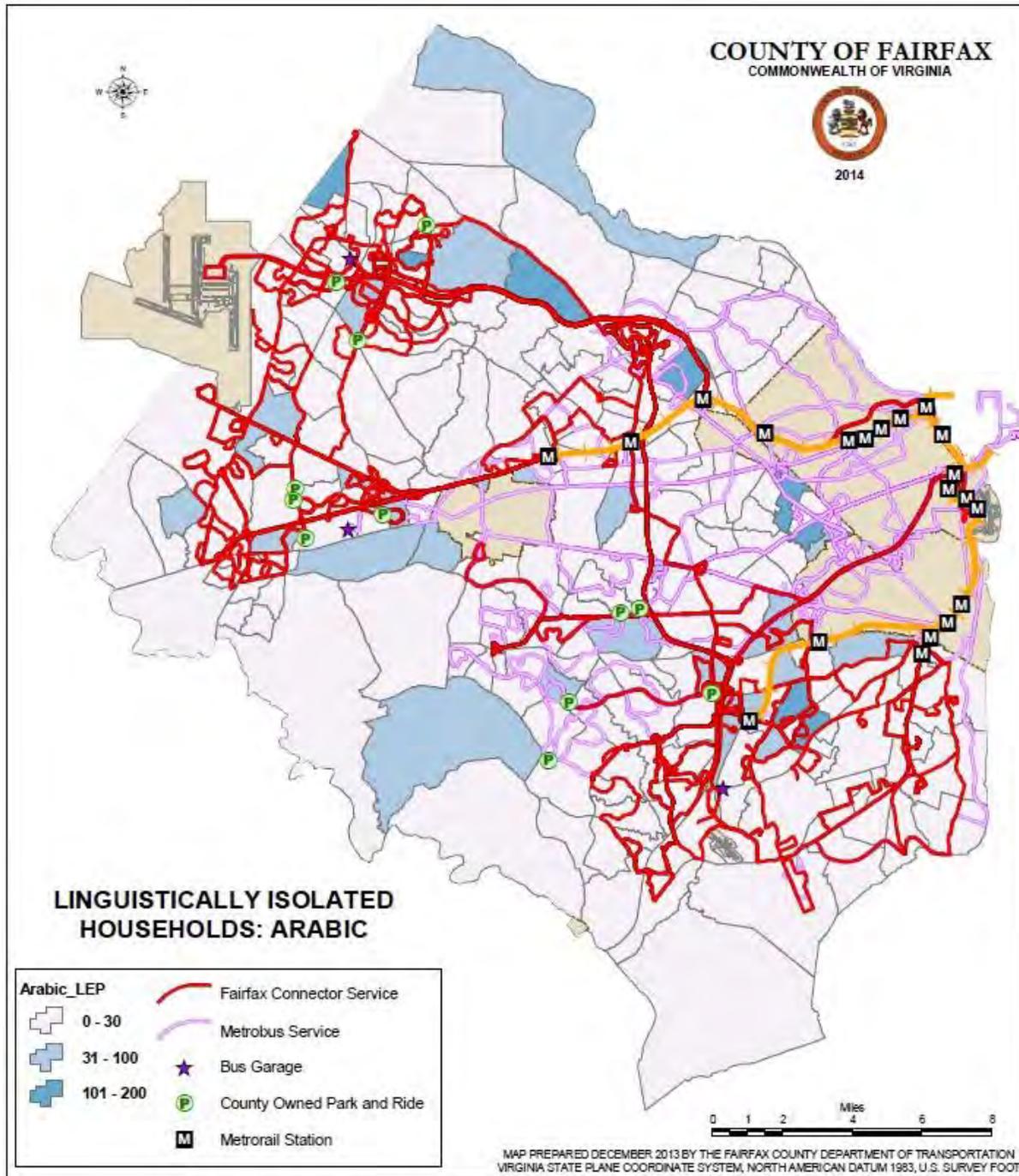


Figure 3 Linguistically Isolated Households in Fairfax County – African Languages

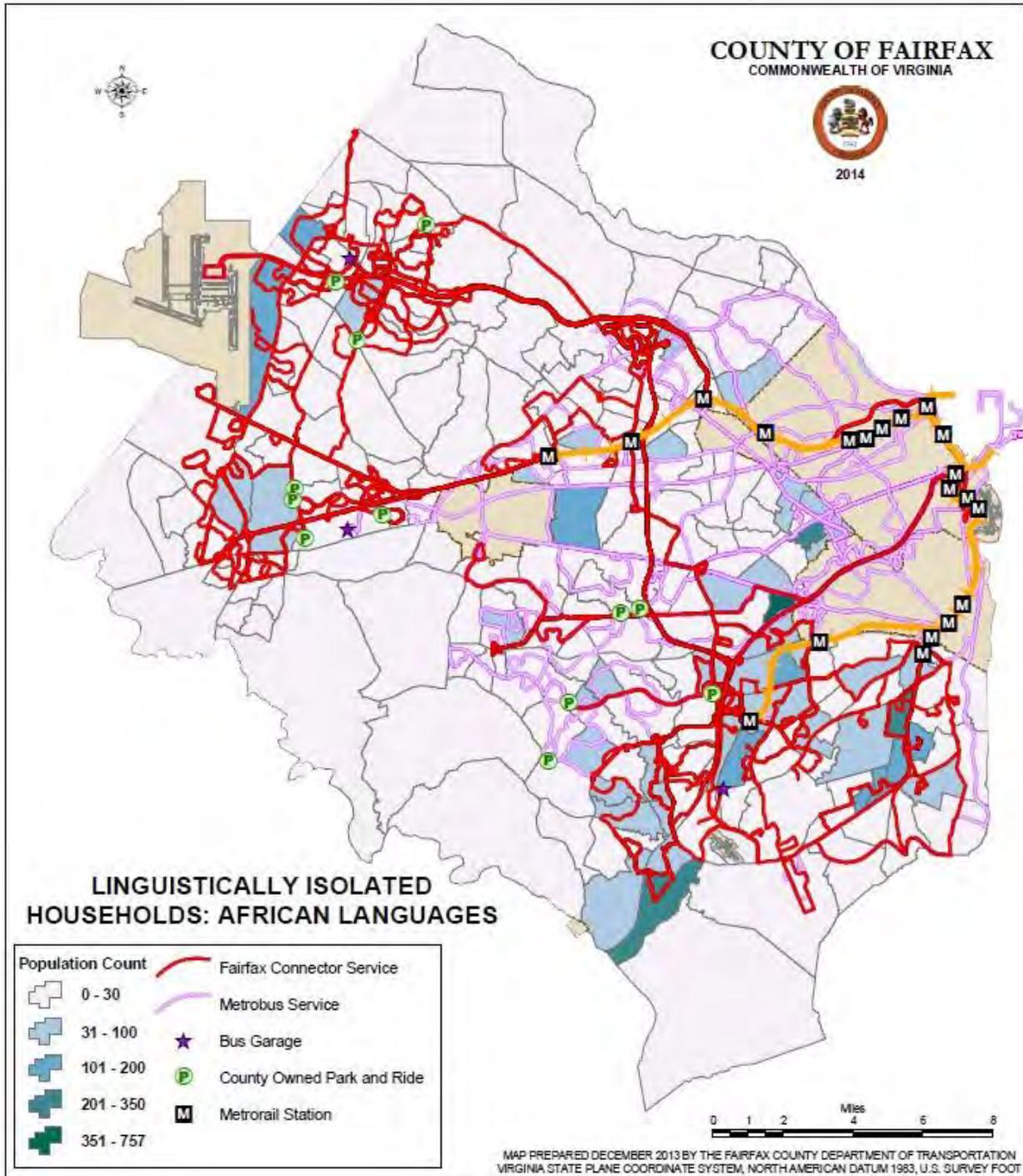


Figure 4 Linguistically Isolated Households in Fairfax County – Mandarin Chinese

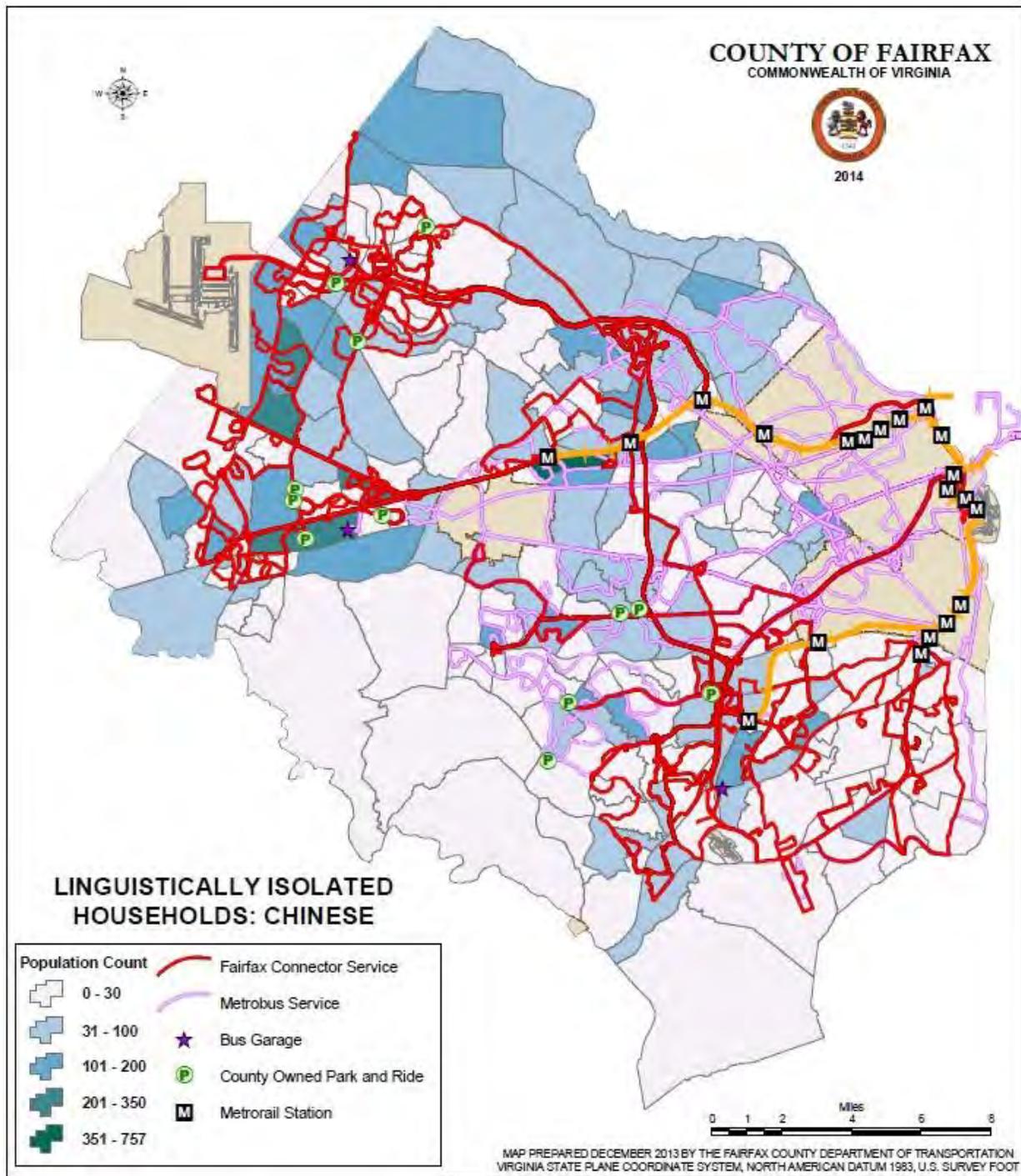


Figure 5 Linguistically Isolated Households in Fairfax County – Farsi (Persian)

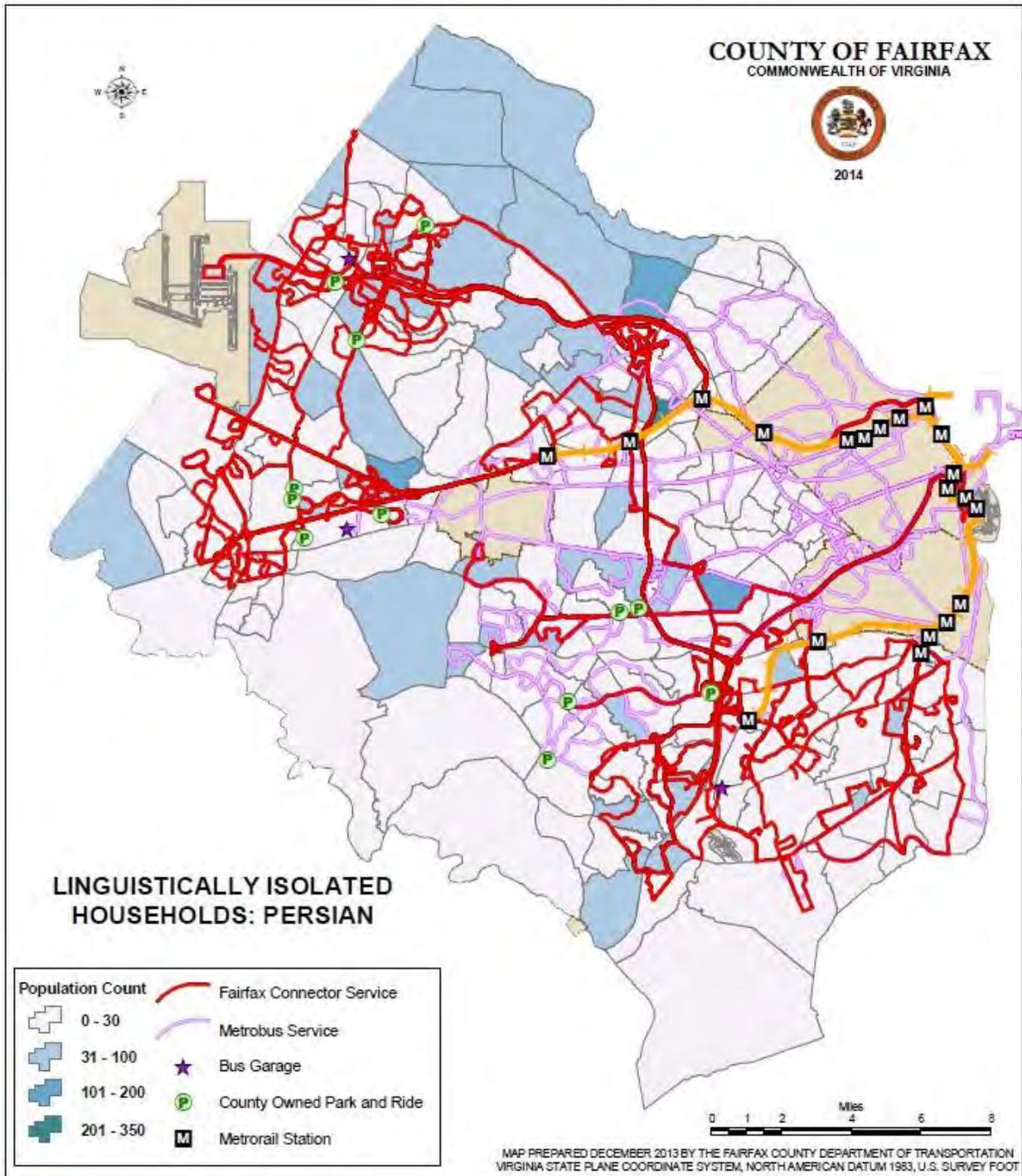


Figure 6 Linguistically Isolated Households in Fairfax County – Korean

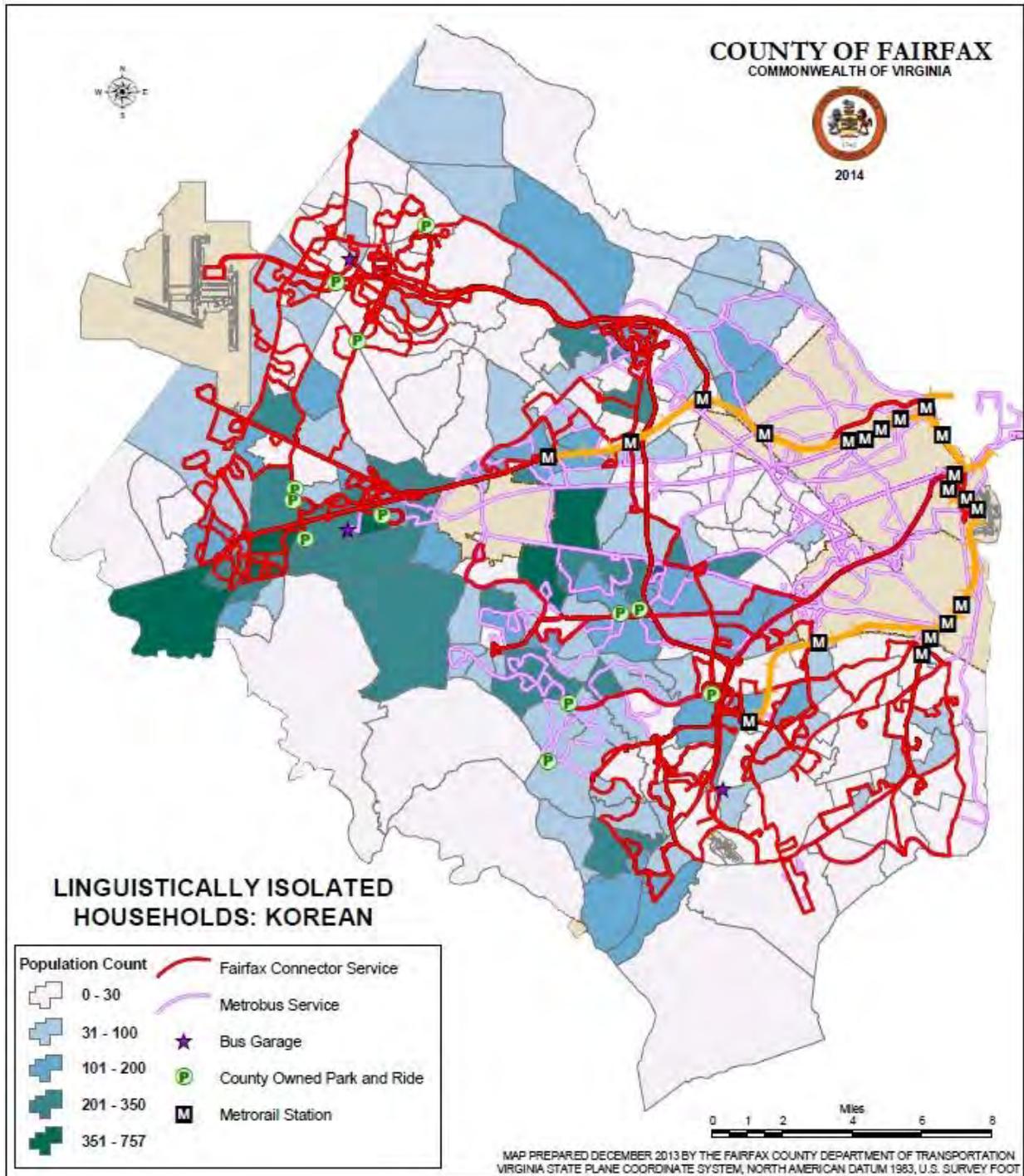


Figure 7 Linguistically Isolated Households in Fairfax County – Hindi

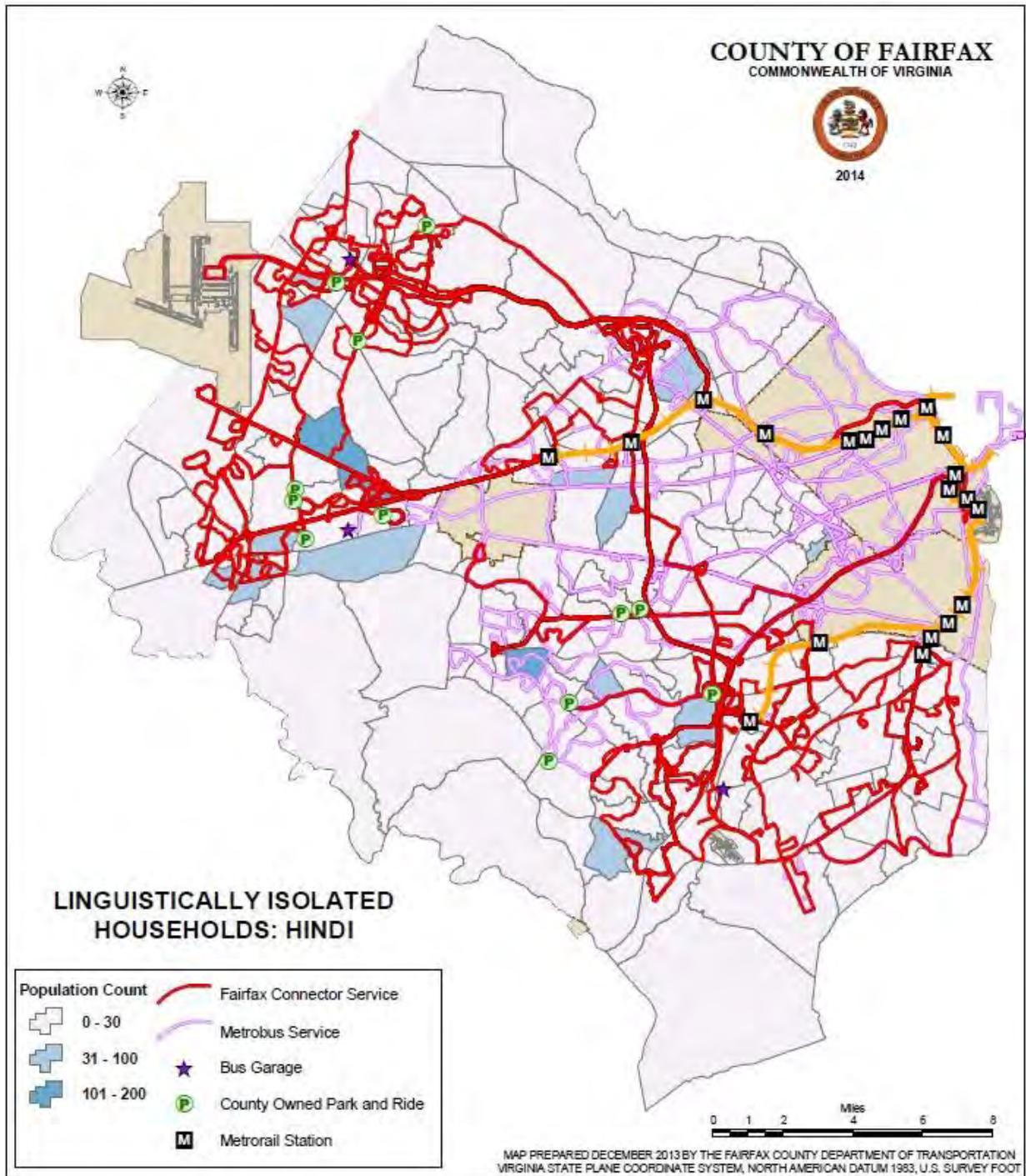
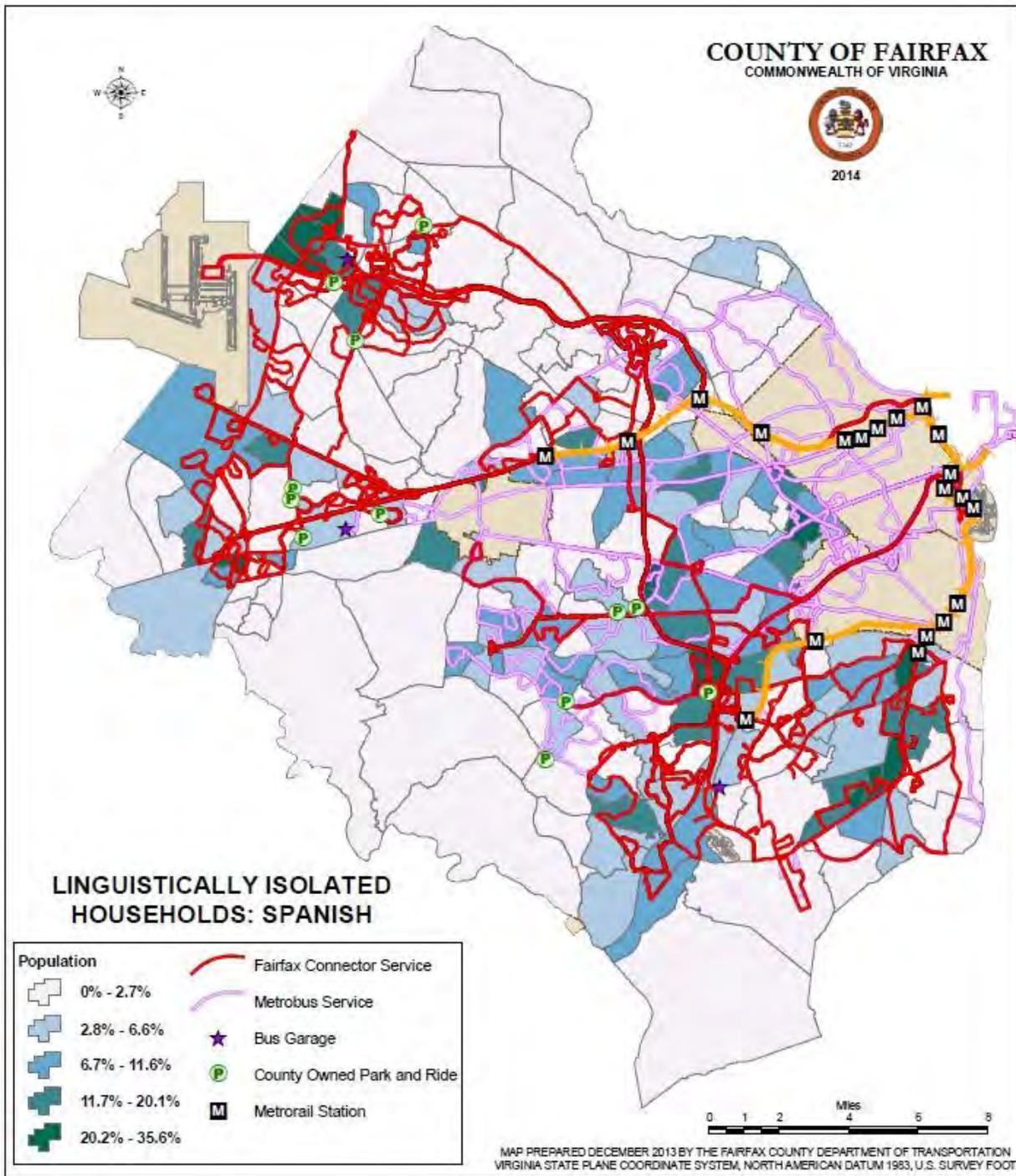


Figure 8 Linguistically Isolated Households (Percent of Total) in Fairfax County – Spanish³⁴



³⁴ After English, Spanish is by far the predominant language spoken in Fairfax County. In some Census tracts, Spanish speakers constitute a significant percentage of the population.

Figure 9 Linguistically Isolated Households in Fairfax County – Spanish

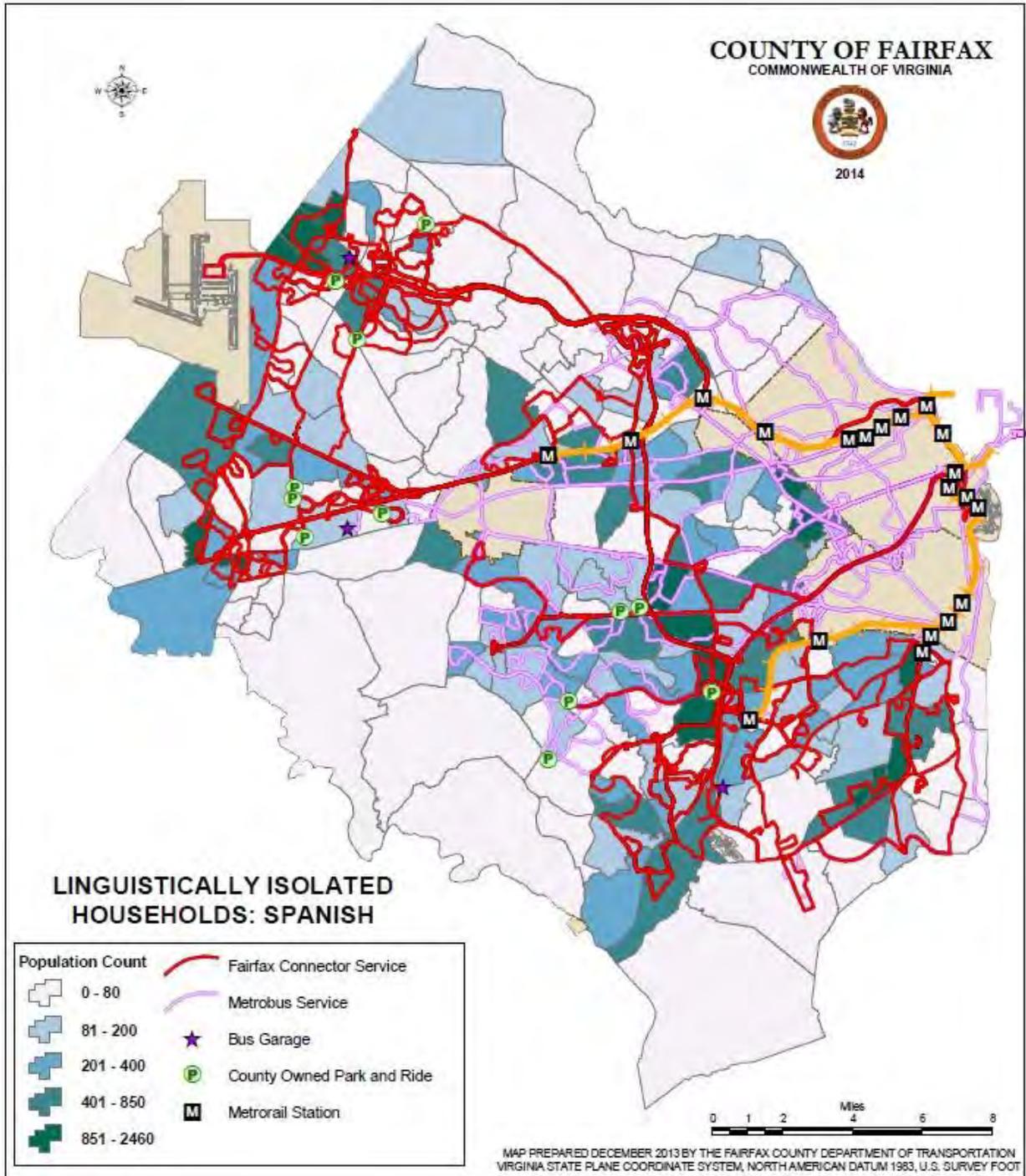


Figure 10 Linguistically Isolated Households in Fairfax County – Tagalog

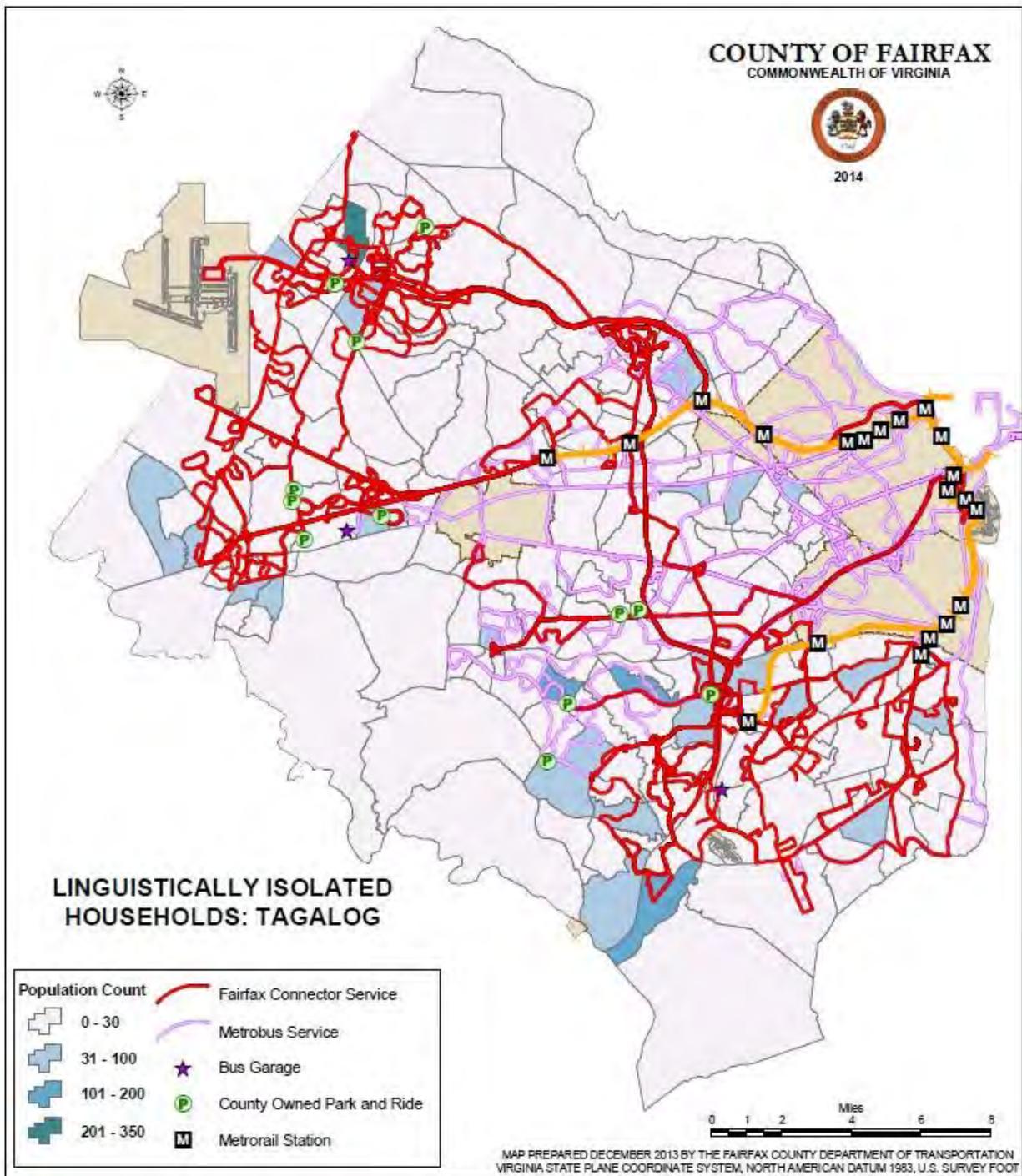


Figure 11 Linguistically Isolated Households in Fairfax County – Vietnamese

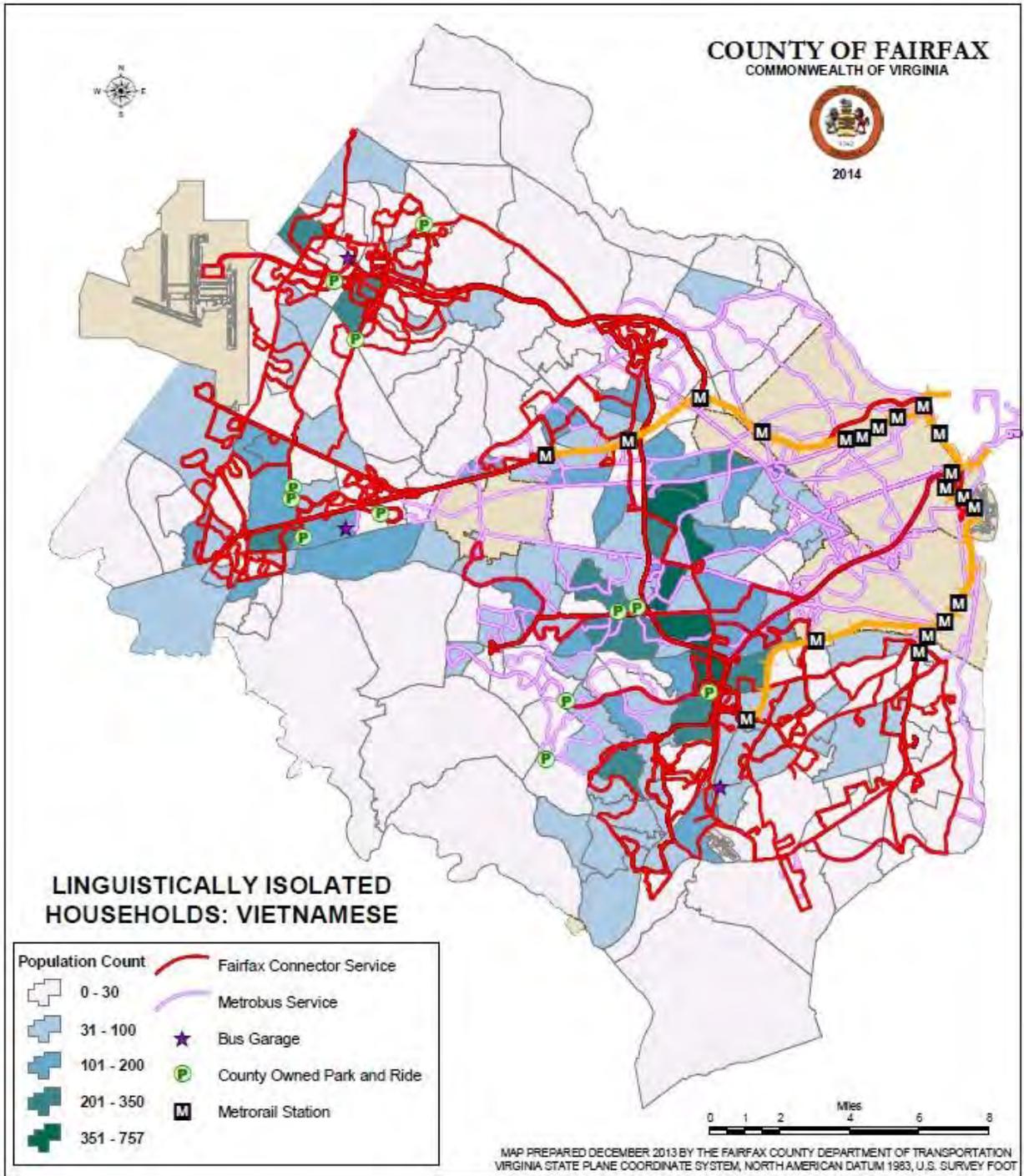
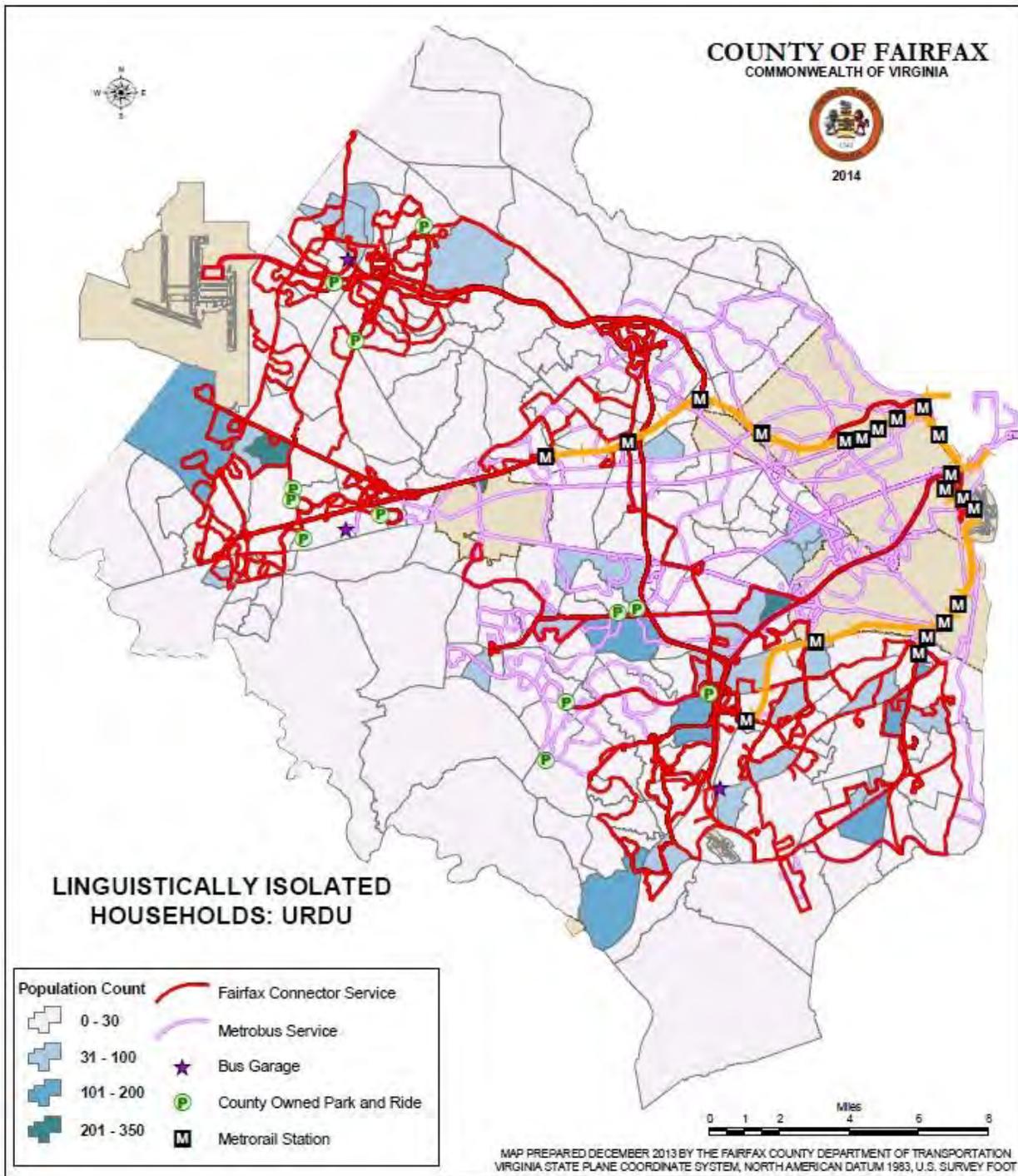


Figure 12 Linguistically Isolated Households in Fairfax County – Urdu



**APPENDIX B: POWERPOINT PRESENTATION: DISPARATE IMPACT,
DISPROPORTIONATE BURDEN AND MAJOR SERVICE CHANGE PROPOSED
POLICIES**



County of Fairfax, Virginia

Fairfax County DOT Title VI Program

Disparate Impact,
Disproportionate Burden, and
Major Service Change
Proposed Policies

Department of Transportation





Presentation Overview

- Title VI of the Civil Rights Act of 1964
- FTA Circular 4701.2B Required Policies
- Proposed Policy Methodology
- Proposed Draft Policies
- Sample Application of Policies
- Submit Your Comments



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”





Required Policies

Federal Transit Administration Circular 4701.2B requires that Fairfax County DOT set the following policies to prevent discrimination from occurring in transit service changes and transit fare changes:

- Major Service Change
- Disparate Impact (Minority Status)
- Disproportionate Burden (Low-Income)



Major Service Change Methodology



Key Considerations:

- Peer transit system policies
- Data availability and ease of application
- Fairfax Connector system structure
 - Short, frequent routes
 - Long, peak-period routes



Proposed Draft Policies

Major Service Change

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.

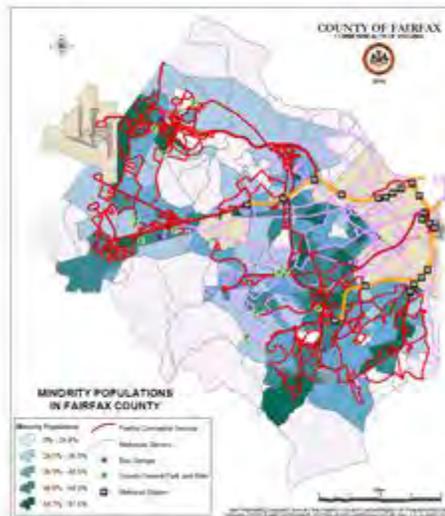
Definitions

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

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



Disparate Impact Methodology





Proposed Draft Policies

Disparate Impact



To determine whether a major service change or a fare change will cause a disparate impact, the percentage of population affected that is minority will be compared to the proportion of the total population served by Fairfax Connector that is minority. A disparate impact will result if the affected minority percentage minus the total minority percentage is at least 10 percent or more.



Disproportionate Burden Methodology

Low Income Households are defined as those below 50% area median income.





Proposed Draft Policies

Disproportionate Burden

To determine whether a major service change or a fare change will cause a disproportionate burden, the percentage of the population affected that is low-income will be compared to the proportion of the total population served by Fairfax Connector that is low-income. An evaluation of any disproportionate burden(s) will be performed if the affected low-income percentage minus the low-income percentage is at least 10 percent or more.



Sample Application of Policies: Disparate Impact

Routes A, B, C are proposed for elimination

Route	Minority Population (living within 1/4 mile)	Total Population (living within 1/4 mile)	Percent Minority	System Percent Minority	Difference	Disparate Impact?
A	11,007	16,958	64.9	49.1	15.8	Yes
B	21,310	39,511	53.9	49.1	4.8	No
C	4,491	9,245	48.6	49.1	-0.6	No

Fairfax County DOT's proposed elimination of Route A would result in a disparate impact as the population served is more than **10 percent above the system average** for minority population served.





Sample Application of Policies: Disproportionate Burden

Routes E, D, F are proposed for elimination

Route	Low-Income Households (living within 1/4 mile)	Total Households (living within 1/4 mile)	Percent Low-Income	System Percent Low-Income	Difference	Disproportionate Burden
D	8,301	31,560	26.3	5.0	21.3	Yes
E	1,542	25,243	6.1	5.0	1.1	No
F	606	28,630	2.1	5.0	-2.8	No

Fairfax County DOT's proposed elimination of Route D would result in a disparate impact as the population served is more than **10 percent above the system average** for low-income households served.



Sample Application of Policies: Fare Equity

Fictional Fare Increase Proposal

	Current Fares	Proposed Fares	Absolute Change	Percent Change	Usage by Group*			Disparate impact or Disproportionate Burden
					Minority	Low-Income	All Riders	
Base Fare								
SmartTrip	\$1.60	\$1.80	\$0.20	11%	30%	25%	55%	No
Cash	\$1.80	\$2.20	\$0.40	19%	25%	35%	15%	Yes - both
Express Fare (394 & 395)								
SmartTrip	\$3.65	\$4.00	\$0.35	9%	2%	2%	5%	No
Cash	\$4.00	\$4.35	\$0.35	8%	3%	1%	2%	No
Base Senior and Disabled Fare								
SmartTrip	\$0.80	\$0.90	\$0.10	11%	15%	17%	13%	No
Cash	\$0.80	\$1.05	\$0.15	15%	25%	20%	10%	Yes - both
Total					100%	100%	100%	

*These are fictional figures created for use in this example only.

The proposed fare increase would result in a disparate impact for minority riders, seniors and the disabled paying cash and a disproportionate burden for low-income riders, seniors and the disabled paying cash.





Finding of Disparate Impact

If an analysis results in a finding of disparate impact, Fairfax County DOT must:

- Avoid, minimize, or mitigate the impact
- Can only implement the change if:
 - Substantial legitimate justification exists
 - There are no alternatives meeting the same legitimate objectives



Finding of Disproportionate Burden

If an analysis results in a finding of disproportionate burden, Fairfax County DOT must:

- Avoid, minimize, or mitigate the impact where practical
- Describe alternatives available



Submit Comments

- Public Comment Period from
February 28, 2014 to March 30, 2014

– Email:

fairfaxconnector@fairfaxcounty.gov

Please include "Title VI" in the subject line

– Mail:

Fairfax County DOT
ATTN: Title VI
4050 Legato Road, 4th Floor
Fairfax, Virginia, 22033

Must be postmarked by March 30, 2014



Appendix C: Community Based Organizations Contacted to Develop Major Service Change, Disparate Impact, and Disproportionate Burden Policies

Full Name	Mailing Address	City & State	ZIP	Communications
Pamela Mitchell	8407 Richmond Highway, Suite E	Alexandria, VA	22309-2426	703-799-2293 (B) 703-799-0200 (B) 703-799-6503 (FAX) www.newhopehousing.org
Mr. Norman Hicks	President ACCA, Inc. 7200 Columbia Pike	Annandale, VA	22003-3166	703-203-4484 (C)
Mr. Kent Willis	ACLU of Virginia 530 East Main Street, Suite 310	Richmond, VA	23219	
Al-Hewar Center - The Center for Arab Culture and Dialogue	Al-Hewar Center: The Center for Arab Culture and Dialogue P.O. Box 2104	Vienna, VA	22183	703-281-6277 (B) 703-437-6419 (FAX)
Alexander Graham Bell Association for the Deaf and Hard of Hearing	Alexander Graham Bell Association for the Deaf and Hard of Hearing 3417 Volta Place	Washington, DC	20007	202-337-5220 (B) 202-337-5221 (FAX) info@agbell.org
Judith Dittman	Executive Director Alternative House P.O. Box 694	Dunn Loring, VA	22027	800-729-8336 (B) admin@alternativehouse.org www.thealternativehouse.org
Ms. Susan P. Sandler	Alzheimer's Association National Capital Area Chapter 3701 Pender Drive, Suite 400	Fairfax, VA	22030-6045	703-359-4440 (B)
Anthony K. Sudler	President	Fairfax, VA	22030-6045	703-359-4440 (B)

	Alzheimer's Association, National Capital Area 3701 Pender Drive, Suite 400			www.alz-nca.org
Blair Blunda	Executive Director Alzheimer's Family Day Center 2812 Old Lee Highway Suite 210		22180	703-204-4664 (B) afdc@alzheimersfdc.org www.alzheimersfdc.org
Mr. Abed Ayoub	American -Arab Anti-Discrimination Committee 1732 Wisconsin Ave, NW	Washington, DC	20007	202-244-2990 (B) aayoub@adc.org
Ms. Laila Mokhiber	Cultural Events American -Arab Anti-Discrimination Committee 1732 Wisconsin Ave, NW	Washington, DC	20007	202-244-2990 (B) 202-333-3980 (FAX) www.adc.org
Marie Smith	President American Association Of Retired Persons 601 E. Nw Street Suite A1200	Washington, DC	20049-0001	202-434-7700 (B) www.aarp.org
American Civil Liberties Union - National Capital Area	American Civil Liberties Union - National Capital Area 1400 20th Street, NW Suite 119	Washington, DC	20036	(202) 457-0800 (B)
Princess Pale Moon	American Indian Heritage Foundation 6051 Arlington Boulevard	Falls Church, VA	22044-2730	
Mr. Michael Nephew	President American Indian Society of Washington DC PO Box 6431	Falls Church, VA	22040-6431	president@aisdc.org www.aisdc.org
Nidal Ibrahim	Executive Director Arab American Institute (AAI)	Washington, DC	20006	202-429-9210 (B) 202-429-9214 (FAX)

	1600 K Street, NW Suite 601			webmaster@aaiusa.org
Ms. Pang Houa Moua	Director of Community Education and Outreach Asian American Justice Center 1140 Connecticut Ave., NW Suite 1200	Washington, DC	20036	202-296-2300 (B) www.advancingequality.org
Asian Pacific American Bar Association of the Greater Washington DC Area, Inc.	Asian Pacific American Bar Association P.O. Box 27223	unknown	20038	apaba@apaba-dc.org
Paufoua Lee	President Asian Pacific American Labor Alliance 815 16th St., NW	Washington, DC	20006	202-508-3733 (B) apala@apalanet.org www.apalanet.org
Asian Pacific American Legal Resource Center	Asian Pacific American Legal Resource Center 1012 14th Street, NW	Washington, DC	20005	202-706-7150 (B) www.apalrc.org
Ms. Jayne Park	Executive Director Asian Pacific American Legal Resources Center 1600 K Street, NW Mezzanine Level	Washington, DC	20006	703-393-3572 (B)
Asian Women's Self-Help Association	Asian Women's Self-Help Association (ASHA) P.O. Box 2084	Rockville, MD	20847	202-683-2019 (B) coordinator@ashaforwomen.org www.ashaforwomen.org
Shenaaz Janmohamed	Other Asian/Pacific Islander Domestic Violence Resource Project P.O. Box 14268	Washington, DC	20044	202-464-4477 (B) info@dvrp.org www.dvrp.org/
Kymberly Deloatche	Executive Director	Falls Church, VA	22044	703-495-8444 (B)

	Autism Society Of America, Northern Virginia Chapter 98 N. Washington Street			www.asanv.org
Mr. G. Bud Pope	Bailey's Crossroads Community Shelter 3525 Moncure Avenue	Falls Church, VA	22041-2017	703-820-7621 (B)
Karla Meyers	Program Director Barros Circle Family Resource Center 6117 Barros Court	Centreville, VA	20120	703-352-5090 (B)
Doris Ward	Executive Director Bethany House Of Northern Virginia, Inc. 6121 Lincolnia Road, Suite 303	Alexandria, VA	22312-2707	703-658-9500 (B) bhnv001doris@aol.com www.bhnv.org
Sheila Coates	Director Black Women United For Action 6551 Loisdale Court, Suite 400	Springfield, VA	22150-1808	7039225757 (B) info@bwufa.org www.bwufa.org
Khan Tran	Director of Community Development Boat People SOS 6066 Leesburg Pike, Suite 100	Falls Church, VA	22041-2220	703-538-2190 (B) bpsoshq@bpsos.org www.bpsos.org and khantran@bpsos.org
CMHS	Executive Director CMHS Administered By Northern Virginia Family Services 701 West Broad Street, Suite 305	Falls Church, VA	22046-3220	703-533-3302 (B) www.nvfs.org
Catholic Charities - Family Services Counseling - Services for the Disabled	Catholic Charities - Family Services Counseling - Services for the Disabled 200 N. Glebe Road Suite 250	Arlington, VA	22203	703-841-2531 (B) 703-841-2752 (FAX)
Ms. Maura Collins	Catholic Legal Immigration Network, Inc. 415 Michigan Ave., NE Suite 200	Washington, DC	20017	202-635-2556 (B) national@cliniclegal.org www.cliniclegal.org
Eric McCollum Ph.D.	Program Director Center For Family Services 7054 Haycock Road, Suite 202A	Falls Church, VA	22043-2368	703-538-8470 (B) nvgcmft@vt.edu www.nvgc.vt.edu/mft/cfs.html

Ms. Linda Chavez	Chairman Center for Equal Opportunity 7700 Leesburg Pike, Suite 231	Falls Church, VA	22043-2616	703-442-0066 (B) 703-442-0449 (FAX) Lchavez@ceousa.org
Central American Resource Center	Central American Resource Center 1460 Columbia Road NW, Suite C-1	Washington, DC	20009	(202) 328-9799 (B) info@carecendc.org
Saul Solorzano	Executive Director Central American Resource Center 1460 Columbia Road NW, Suite C-1	Washington, DC	20009	
Dr. Hei Sung Lee	Executive Director Central Senior Center 8526 Amanda Place	Vienna, VA	22180-6873	703-517-0283 (B) kcseniorcenter@yahoo.com www.kcsc.org
CentroNia	CentroNia 1420 Columbia Rd., NW	Washington, DC	20009	202-332-4200 (B) info@centronia.org
Maggie Thorpe	Director Childhelp Children's Center Of Virginia 11230 Waples Mill Road, Suite 105	Fairfax, VA	22030-6002	703-208-1500 (B) www.childhelp.org
Lynn Thomas	Executive Director Christian Relief Services Charities 2550 Huntington Avenue, Suite 200	Alexandria, VA	22303-1400	703-317-9086 (B) info@chriStreetianrelief.org www.chriStreetianrelief.org
Anne Tomas	Director Columbia Center For Missions 103 West Columbia Street	Falls Church, VA	22046	703-534-5700 (B) www.columbiacenterformissions@columbiabaptistreet.org www.columbiabaptistreetchurch.org
Phil Deberry	Program Director Community Ventures			410-480-0019 (B) info@community-ventures.com www.community-ventures.com
Congressional Hispanic Leadership Institute	Congressional Hispanic Leadership Institute 734 15 Street, NW Suite 620	Washington, DC	20005	

Council of American Islamic Relations	Council of Islamic Relations 453 New Jersey Avenue, SE	Washington, DC	20003	
Council of Khalistan/ International Sikh Organization	Council of Khalistan/International Sikh Organization 730 24th Street, NW Suite 310	Washington, DC	20037	202-337-1904 (B) khalistan@khalistan.com
Jung Pyo Hong	Pastor Culmore United Methodist Church 5900 Leesburg Pike	Falls Church, VA	22041-2228	703-820-5131 (B) culmoreumc@verizon.net
Samir Abo-Issa	Administrator Dar Al Hijrah Islamic Center 3159 Row Street	Falls Church, VA	22044-2645	703-531-2901 (B) www.hijrah.org
Capt. Darryl Smith	Program Coordinator Elden Terrace Family Resource Center 661 Dulles Park Court, Apartment 202	Herndon, VA	20170-3844	703-435-6885 (B)
Andrea L. Attili	Director Embry Rucker Community Shelter 11975 Bowman Towne Drive	Reston, VA	20190	703-437-1975 (B)
Mr. David Burds	Executive Director Endeppence Center Of Northern Virginia 2300 Clarendon Blvd., Suite 305 Courthouse Plaza II	Arlington, VA	22201	703-525-3268 (B) davidb@ecnv.org www.ecnv.org
Mr. John Baker	Fair Housing Program Manager Equal Rights Center 11 Dupont Circle NW, Suite 450	Washington, DC	20036-1233	202-234-3062 (B) 202-234-3106 (FAX) jbaker@equalrightscenter.org
Mr. Nathaniel Hill	Fair Housing Program Equal Rights Center 11 Dupont Circle NW, Suite 450	Washington, DC	20036-1233	202-234-3602 (B) 202-234-3106 (FAX) nhill@equalrightscenter.org
Mr. Donald L. Kahl	Executive Director	Washington, DC	20036-1233	202-235-3062 (B)

	Equal Rights Center 11 Dupont Circle NW, Suite 450			dkahl@equalrightscenter.org
Ms. Adrianna Lopez	Immigrant Rights Project Assistant Equal Rights Center 11 Dupont Circle NW, Suite 450	Washington, DC	20036-1233	202--370-3223 (B) 202-234-3106 (FAX) alopez@equalrightscenter.org
Ms. Leah Maddox	Communication and Outreach Associate Equal Rights Center 11 Dupont Circle NW, Suite 450	Washington, DC	20036-1233	202-370-3227 (B) lmaddox@equalrightscenter.org
Ms. Wendy J. Ramirez	Immigrant Rights Program Manager Equal Rights Center 11 Dupont Circle NW, Suite 450	Washington, DC	20036-1233	202-370-3205 (B) 202-234-3106 (FAX) wramiriz@equalrightscenter.org
Ms. Kat Taylor	Disability Rights Coordinator Equal Rights Center 11 Dupont Circle NW, Suite 450	Washington, DC	20036-1233	202-370-3224 (B) 202-234-3106 (FAX) ktaylor@equalrightscenter.org
Francis Connell	Program Director Ethiopian Community Development Council, Inc. 901 South Highland Street, Floor 4	Arlington, VA	22204-2400	703-685-0510 (B) info@eccinternational.org www.eccinternational.org
Ms. Amanda Andere	Executive Director FACETS 10565 Fairfax Blvd. Suite 10	Fairfax, VA	22030	703-352-6920 (B) aandere@FacetsCares.org www.FacetsCares.org
Patricia Franckewitz	Director Fairfax County Department Of Community And Recreation Services 12011 Government Center Parkway, Suite 1040	Fairfax, VA	22035-1118	703-324-4386 (B) www.fairfaxcounty.gov/rec/
Ken Disselkoen	Director Fairfax County Department Of Systems Management For Human Services 12011 Government Center Parkway, Suite 942	Fairfax, VA	22035-1100	703-324-7533 (B) wwwdsm@fairfaxcounty.gov www.fairfaxcounty.gov/dsm

Nannette M. Bowler	Director Fairfax County Department of Family Services - Adult And Aging 12011 Government Center Parkway, Suite 232	Fairfax, VA	22035-1100	703-324-7800 (B) www.fairfaxcounty.gov/dfs
Nannette M. Bowler	Director Fairfax County Department of Family Services - Child Care/Office For Children 12011 Government Center Parkway, Suite 800	Fairfax, VA	22035-1100	703-324-7800 (B) www.fairfaxcounty.gov/childcare
John Defee Ph.D.	Director Fairfax-Falls Church Community Services Board Mental Health Services 12011 Government Center Parkway, Suite 836	Fairfax, VA	22035-1100	703-324-7095 (B) www.fairfaxcounty.gov/csb/mhs/
James Athur MSW MPH	Executive Director Fairfax-Falls Church Community Services Board Mental Retardation Services 12011 Government Center Parkway, Suite 836	Fairfax, VA	22035-1100	703-324-7000 (B) wwwcsb@fairfaxcounty.gov www.fairfaxcounty.gov/csb
Alan Wooten	Director Fairfax-Falls Church Community Services Board Mental Retardation Services 12011 Government Center Parkway, Suite 300	Fairfax, VA	22035-1100	703-324-4400 (B) wwwcsb@fairfaxcounty.gov www.fairfaxcounty.gov/csb/mrs
Reverend Tom Berlin	Floris United Methodist Church 13600 Frying Pan Road	Herndon, VA	20171-3110	703-793-0026 (B) floris@florisumc.org www.florisumc.org
Shannon Steene	Executive Director Good Shepherd Housing And Family Services 8305 Richmond Highway, Suite 17B	Alexandria, VA	22309-2348	703-768-9404 (B) info@goodhousing.org www.goodhousing.org

Reverend Ileana Rosas	Pastor Gracia United Methodist Church 3435 Sleepy Hollow Road	Falls Church, VA	22044-1006	703-534-3371 (B)
Ron Bossom	Pastor Harvester Presbyterian Church 7800 Rolling Road	Springfield, VA	22153-2748	703-455-7800 (B) harveStreeterpca@juno.com www.harveStreeterpca.org
Elizabeth Hagg	Director Herndon Neighborhood Resource Center 1086 Elden Street	Herndon, VA	20170-3803	703-435-6830 (B) rita.barrett@herndon-va.gov
Marcia Di Trapani	President Herndon-Reston Fish			703-391-0105 (B) hreStreetonfish@aol.com www.herndonreStreetonfish.org
Hispanic Bar Association of the District of Columbia	Hispanic Bar Association P.O. Box 1011	Washington, DC	20013	info@hbadc.org www.hbadc.org
Ms. Lorena Rios	Hispanic Chamber of Commerce of Northern Virginia 1818 Library Street Suite 500	Reston, VA	20190-6242	703-755-0780 (B) 703-997-5519 (FAX) www.HCCNVA.org
Mr. Jesus Moreno	Director of Operations Hispanic Committee of Virginia 5827 Columbia Pike, Suite 200	Falls Church, VA	22041-2027	703-671-5666 ext. 27 (B) 703-671-2325 (FAX) JMoreno@hcva.org
Carmen Fernandez	Executive Director Hispanics Against Child Abuse And Neglect			703-208-1550 (B) info@hacan.org www.hacan.org
Johnny N. Simancas	Executive Director Hispanos Unidos 6400 Seven Corners Place B	Falls Church, VA	22044	703-533-1760 (B) jsimancas@aol.com
Hmong National Development	Hmong National Development 1112 16th Street, NW	Washington, DC	20036	

Ms. Brooke Hammond	Manager, Education Services Hogar Immigrant Services 6201 Leesburg Pike, Suite 307	Falls Church, VA	22044-2201	703-534-9805 (B) 703-534-9809 (FAX) BPerez@ccda.net
John Odenwelder	Director Hogar Immigrant Services 6201 Leesburg Pike, Suite 307	Falls Church, VA	22044-2201	703-534-9805 (B) www.ccda.net/programs_hogarhispano.php
Diane D'Amico	Holy Cross Lutheran Church Holy Cross Lutheran Church			703-437-1883 (B) office@holycrosslutheranchurch.net www.holycrosslutheranchurch.net
Moonah Turay	President Imicare, Inc. 6369 Rolling Mill Place, Suite 101	Springfield, VA	22152-2362	703-589-2215 (B) mturay@imicare.org www.imicare.org
Dr. Ron Jones	Pastor Immanuel Bible Church 6911 Braddock Road	Springfield, VA	22151-3602	703-941-4124 (B) wecare@immanuelbible.net www.immanuelbible.net
Ms. Mary Lopez	Executive Director Independence Empowerment Center 9001 Digges Road, Suite 103	Manassas, VA	20110-4414	
Mr. Vilay Chaleunrath	Indo-Chinese Community Center 1628 16th Street Northwest	Washington, DC	20009-3099	202-462-4330 (B) newcomer@newcomerservice.org www.newcomerservice.org
International Rescue Committee (IRC)	International Rescue Committee 8700 Georgia Avenue, Suite 500	Silver Spring, MD	20910-3605	301-562-8633 (B) WashingtonDC@theIRC.org http://www.rescue.org/us-program/us-washington-dc
Mr. Floyd Mori	Executive Director Japanese American Citizens League 1850 M Street, NW	Washington, DC	22003	202-223-1240 (B) dc@jacl.org www.jacl.org
Rob Rutland-Brown	Director	Falls Church, VA	22041-2027	703-979-1240 (B)

	Just Neighbors Ministry 5827 Columbia Pike, Suite 320			rob@juStreetneighbors.org www.juStreetneighbors.org
Toya Taylor	Director Katherine K. Hanley Family Shelter			571-522-6800 (B) info@shelterhouse.org www.shelterhouse.org
Mr. Rejive Joseph	President Kerala Association of Greater Washington	unknown		703-506-0807 (B) info@kagw.com
Korean American Association of Northern Virginia (KAVA)	Korean American Association of Northern Virginia 6131 Williston Drive	Falls Church, VA	22044	
Korean American Coalition	Korean American Coalition 1001 Connecticut Ave., NW	Washington, DC	20036	www.kacdc.org
Young Sil Oh	Director Korean American Family Counseling Center 1952 Gallows Road, Suite 340	Vienna, VA	22182-3823	703-761-2225 (B) kafcounseling@aol.com www.kafcc.org
Ms. Ji Young Cho	Korean Community Service Center Of Greater Washington 7700 Little River Turnpike, Suite 406	Annandale, VA	22003-2406	703-354-6345 (B) help@kcscgw.org
In Suk Baik	President Korean-American Association Of Northern Virginia 6131 Williston Drive	Falls Church, VA	22044	703-534-8900 (B) www.vakorea.org
Ms. Darleen I. Bates	Administrator Kurdish Human Rights Watch, Inc. 10560 Main Street, Suite 207	Fairfax, VA	22030-7176	703-385-3806 (B) kuRoads@khrw.org www.khrw.org
Bob Wyatt	Executive Director Lamb Center 3220 Old Lee Highway	Fairfax, VA	22030	703-691-3178 (B) lambcenter@erols.net www.thelambcenter.org

Latino Economic Development Corporation	Latino Economic Development Corporation 2316 18th St NW	Washington, DC	20009	(202) 588-5102 (B) www.ledcmetro.org
Mr. Wade Henderson	Executive Director Leadership Conference on Civil Rights 1629 K Street, NW 10th Floor	Washington, DC	20006	(202) 466-3311 (B)
Brent Wilkes	National Executive Director League of United Latin American Citizens (LULAC) 2000 L Street NW, Suite 610	Washington, DC	20036	202-833-6130 (B) 202-833-6135 (FAX)
Ms. Pamela Banner	Legal Aid Justice Center 6066 Leesburg Pike Suite 520	Falls Church, VA	22041	703-778-3450 (B) www.justice4all.org
Tim Frielich	Other Legal Aid Justice Center 6066 Leesburg Pike, Suite 520	Falls Church, VA	22041-2236	4349770553 (B) www.juStreetice4all.org
James Ferguson	Executive Director Legal Services Of Northern Virginia 6066 Leesburg Pike, Suite 500	Falls Church, VA	22041-2219	703-778-6800 (B) webadmin@lsnv.org www.lsnv.org
Mr. Robert Ponichtera	Executive Director Liberty's Promise 1010 Pendleton Street	Alexandria, VA	22314	703-549-9950 (B) 7035499953 (FAX)
Ms. Lisa Lombardozi	President Link, Inc. P.O.Box 443	Sterling, VA	20167	(703) 437-1776 (B) president@linkagainsthunger.org
Mr. Steve Rorke	Executive Director Lorton Community Action Center 9510 Richmond Highway	Lorton, VA	22199	7033395161 (B) info@lortonaction.org www.lortonaction.org (WSITE)
Ms. Melissa Graves	Executive Director Lutheran Social Services Of The National Capital Area	Falls Church, VA	22043-2807	703-698-5026 (B) cockburnba@lssnca.org

	7401 Leesburg Pike			www.lssnca.org
MANA A National Latina Organizaion	MANA A National Latina Organizaion 1146 19th Street NW, Ste. 700	Washington, DC		202-833-0060 (B) 202 496-0588 (FAX) hermana2@aol.com
Father Jose E. Hoyos	Marcelino, Pan, Y Vino Inc. 200 North Glebe Road, Suite 200	Arlington, VA	22203	703-841-3883 (B)
John Hutchinson	Pastor McLean Presbyterian Church 1020 Balls Hill Road	McLean, VA	22101-2021	703-821-0800 (B)
Metropolitan Washington Employment Lawyer's Association	Metropolitan Washington Employment Lawyer's Association 400 North Washington Street; Suite 300	Alexandria, VA	22314	703-778-4648 (B) 703-683-5480 (FAX) info@mwela.org
Mexican American Legal Defense and Education Fund	Mexican American Legal Defense and Education Fund 1016 16th Street NW, Suite 100	Washington, DC	20036	(202) 293-2828 (B) www.maldef.org (WSITE)
Ms. Mattie Palmore	Chairman of the Housing Committee NAACP - Fairfax Chapter P.O Box 6370	Alexandria, VA	22306	703-780-1907 (B) 703-629-4014 (C) mattiepalmore@yahoo.com
National Alliance of Vietnamese American Service Agencies	National Alliance of Vietnamese American Service Agencies 7223 Lee Highway, Suite 301	Falls Church, VA	22046-3708	703-241-7191 (B) navasa@navasa.org
National Asian Pacific American Bar Association	National Asian Pacific American Bar Association 1612 K Street NW, Suite 1400	Washington, DC	20006	202-775-9555 (B) 202-775-9333 (FAX) www.napaba.org
DC National Black Deaf Advocates	National Black Deaf Advocates	unknown		
Ms. Lisa Hasegawa	Executive Director National Coalition for Asian Pacific American Community Development	Washington, DC	20009	202-223-2442 (B) www.nationalcapacd.org

	1628 16th Street, NW			
National Congress of American Indians	National Congress of American Indians 1516 P Street NW	Washington, DC	20005	(202) 466-7767 (B) (202) 466-7797 (FAX) ncai@ncai.org
National Council of La Raza (NCLR)	National Council of La Raza Raul Yzaguirre Building 1126 16th Street, NW, Suite 600	Washington, DC	20036	(202) 785-1670 (B) (202) 776-1792 (FAX) comments@nclr.org
National Employment Lawyer's Association	National Employment Lawyer's	unknown		202-898-2889 (B) ssanford@helahq.org www.nela.org
Mr. Greg MacAbenta	National Chair National Federation of Filipino American Associations 7500 Livingston Road	Oxon Hill, MD	20745	admin@naffaa.org
Ms. Maudine Cooper	CEO National Urban League Or Greater Washington 2901 14th Street, NW	unknown		202-265-8200 (B) gwulmrc@aol.com www.nul.org/
Mr. John E. Echohawk	Executive Director Native American Rights Fund 1514 P Street NW, Suite D	Washington, DC	20005-2078	(202) 785-4166 (B) (202) 822-0068 (FAX) www.narf.org
Ms. Cheryl Heppner	Executive Director Northern Virginia Resource Center for the Deaf and Hard-of-Hearing Persons Inc. (NVRC) 39151 Pender Drive, Suite 130	Fairfax, VA	22030	703-352-9055 (B) 703-352-9056 (FAX) info@nvrc.org
Northern Virginia Cued Speech Association	Northern Virginia Cued Speech Association PO Box 2733	Fairfax, VA	22031	
Ms. Mary Agee	Northern Virginia Family Service 10455 White Granite Drive, Suite 100	Oakton, VA	22124-2764	703-385-3267 (B) info@nvfs.org

				www.nvfs.org
Ms. Lavern J. Chatman	President/CEO Northern Virginia Urban League			703-836-2858 (B) www.nvul.org
Derwin Overton	Executive Director Oar Of Fairfax County, Inc. 10640 Page Avenue	Fairfax, VA	22030-4000	703-246-3033 (B) info@oarfairfax.org www.oarfairfax.org
Lisa Whetzel	Acting Executive Director Our Daily Bread 10777 Main Street, Suite 320	Fairfax, VA	22030-6903	703-273-8829 (B) info@odbfairfax.org www.our-daily-bread.org
Mr. Zahid Hameedi	Pakistan Fesitval P.O. Box 11554	Alexandria, VA	22312	202-431-3099 (B) Zhameedi@pakistanfestivalusa.com
Pakistani American Association of Great Washington, Inc.	Pakistani American Association PO Box 8466	Gaithersburg, MD	20898-8466	www.paagw.org
Jewell Mikula	Executive Director Patrick Henry Family Shelter			703-536-2155 (B) info@shelterhouse.org www.shelterhouse.org
Mr. Larry Fann	Managing Attorney Potomac Legal Aid Society 4080 Chain Bridge Road	Fairfax, VA	22030-4018	703-532-2525 (B) lfann@potomaclegalaid.org
Susan Stoney	Executive Director Potomac Legal Aid Society, Inc. 4080 Chain Bridge Road, Lobby	Fairfax, VA	22030	703-532-2525 (B) admin@potomaclegalaid.org www.potomaclegalaid.org
Cristina Schoendorf	Executive Director Progreso Hispano 4100 Mohawk Lane	Alexandria, VA	22309-2304	703-799-8830 (B) www.progresohispano.org
Leila Gordon	Executive Director Reston Community Center	Reston, VA	20191-2886	703-476-4500 (B) rcccontact@fairfaxcounty.gov

	2310 Colts Neck Road			www.reStreetoncommunitycenter.com
Ms. Janine Stegall	Reston Dulles NCNW P.O. Box 710146	Herndon, VA	20171	
Kerrie Wilson	Chief Executive Officer Reston Interfaith, Inc. 11150 Sunset Hills Road, Suite 210	Reston, VA	20190-5334	571-323-9555 (B) www.reStreetoninterfaith.org
Keary Kincannon	Pastor Rising Hope United Methodist Mission Church 8220 Russell Road	Alexandria, VA	22309-8218	703-360-1976 (B)
Carla Meyers	Program Director Robinson Square Family Resource Center 4400 Saint Edwards Place	Fairfax, VA	22030-4429	703-352-5090 (B)
Jackie Eaves	Director Sacramento Neighborhood Center 8792-E Sacramento Drive	Alexandria, VA	22309	703-619-2964 (B) www.fairfaxcounty.gov/rec/Comm_Ctr/Sacramento.htm
Mr. Ubaldo Cisneros	Social Minister Saint Anthony's Catholic Church 3505 Glen Carlyn Road	Falls Church, VA	22041	703-820-2011 (B) www.stanthonyparish.org
Mr. Jim Nanjo	Senior Employment Resources 4201 John Marr Drive, Suite 236	Annandale, VA	22003	703-750-1936 (B) JimN@seniorjobs.org www.seniorjobs.org
Ms. Cheron Sutton-Brock	Disability Program Navigator ServiceSource 6295 Edsall Road Suite 175	Alexandria, VA	22312-2670	703-461-6000 (B) www.ourpeoplework.org
Debbie Cohen	Board President	Falls Church, VA	22044	703-536-2155 (B)

	Shelter House, Inc. P.O. Box 4081			info@shelterhouse.org www.shelterhouse.org
Sikh Council On Religion and Education	Sikh Council on Religion and Education (SCORE) 2621 University Blvd., W	Silver Spring, MD	20902	202-460-0630 (B) info@sikhcouncilusa.org
Raqiya D. Abdalla	President Somali Family Care Network 2724 Dorr Avenue, Suite 102	Fairfax, VA	22031-4903	703-560-0005 (B) www.somalifamily.org
South Asian Americans Leading Together (SAALT)	South Asian Americans Leading Together (SAALT) 6390 Carroll Avenue, Suite 506	Takoma Park, MD	20912	301-270-1855 (B)
Deepa Lyer	Executive Director South Asian Leaders of Tomorrow 6930 Carroll Avenue, Suite 400L	Takoma Park, MD	20912	
Doua Thor	Executive Director Southeast Asia Resource Action Center 1628 16th Street, NW	Washington, DC	20009	202-667-4690 (B) searc@searc.org www.searac.org
Marilyn Liciaga	Program Coordinator Springfield/Franconia Family Resource Center 7224 Commerce Street, Apartment T4	Springfield, VA	22150-3417	7037046454 (B)
Ms. Carol Augustine	Executive Director St. Martin De Porres Senior Services 4650 Taney Avenue	Alexandria, VA	22304	703-751-2766 (B) 703-212-7036 (FAX)
Balvinder Sandhu	Program Director Stonegate Village Family Resource Center 2244 Stone Wheel Drive, Suite 2242B	Reston, VA	20191-3144	703-620-0203 (B)
Diane Charles	Executive Director Stop Child Abuse Now Of Northern Virginia	Alexandria, VA	22302-2622	703-820-9001 (B) info@scanva.org

	1705 Fern Street, Floor 2			www.scanva.org
Layli Miller-Muro	Executive Director Tahirih Justice Center 6402 Arlington Boulevard, Suite 300	Falls Church, VA	22042-2333	571-282-6161 (B) 571-282-6162 (FAX) layli@tahirih.org www.tahirih.org
Ms. Sherizaan Minwalla	Legal and Social Services Director Tahirih Justice Center 6402 Arlington Boulevard, Suite 300	Falls Church, VA	22042-2356	571-282-6161 (B) sherizaan@tahirih.org
Sue Hernandez	Coordinator Tenants & Workers United 3801 Mount Vernon Avenue	Alexandria, VA	22305-2406	703-684-5697 (B) info@twsc.org www.tenantsworkers.org
The Sikh Foundation of Virginia	The Sikh Foundation of Virginia 7250 Ox Street	Fairfax Station, VA	22039	
Mr. Luis J. Diaz	President US Hispanic Advocacy Association 601 Pennsylvania Avenue, NW South Bldg. Suite 900	Washington, DC	20004-1811	888-998-7422 (B) www.ushaa.com
Cynthia Hull	Executive Director United Community Ministries 7511 Fordson Road	Alexandria, VA	22306-2200	703-768-7106 (B) www.ucmagency.org
Venona Norman	Coordinator VICTIM Assistance NETWORK 8350 Richmond Highway, Suite 507	Alexandria, VA	22309-2345	703-704-6727 (B) van@fairfaxcounty.gov www.fairfaxcounty.gov/ofw
Barbara Sorenson	President Vecinos Unidos Neighbors United P.O. Box 552	Herndon, VA	20172	703-201-2809 (B) vecinos_unidos@earthlink.net www.vecinosunidos.org
Tony Forstreetall	Webmaster Ventures In Community			703-780-5019 (B) http://venturesincommunity.com

Kim Cook LCSW	Executive Director Vietnamese Resettlement Association 6131 Willston Drive, Room 6	Falls Church, VA	22044-3002	703-532-3716 (B)
Jean Auldridge	Director Virginia C.U.R.E.			703-765-6549 (B) virginiacure@cox.net www.vacure.org
Melissa Jansen	Executive Director Western Fairfax Christian Ministries 13981 Metrotech Drive	Chantilly, VA	20151-3240	703-988-9656 (B) www.wfcmva.org
Workplace Fairness	Workplace Fairness 920 U Street, NW	Washington, DC	20001	202-683-6114 (B) 240-282-8801 (FAX)



ATTENTION PASSENGERS

Public Meeting for Proposed Service Changes to Routes 231, 232, 304, 333 and 334 Effective September 2012

Fairfax Connector is proposing service changes on routes 231, 232, 304, 333 and 334 effective September 2012.

There will be a public meeting to discuss these changes. Passengers and neighborhood residents are encouraged to attend.

Public Meeting:

Saturday, July 28, 2012

1 – 3 p.m.

South County Center, Room 220

8350 Richmond Highway, Alexandria

*Accessible by Fairfax Connector Route 171 and
Metrobus REX*

For more information about the public meeting or proposed route changes, contact Matt Crooks at **703-877-5687**.

To see detailed descriptions and maps of proposed changes visit:
www.fairfaxconnector.com



To request this information in an alternative format, call the Department of Transportation, 703-877-5600, TTY 711.



County of Fairfax, Virginia



ATTENTION ROUTE 335 PASSENGERS

Immediate Schedule Changes Effective July 23 and 24, 2012

- Effective Monday, July 23, the 335 afternoon schedule will change to improve on-time performance and maintain connections with the VRE schedule.
- Effective Tuesday, July 24, the 335 morning schedule will change to improve on-time performance and maintain connections with the VRE schedule.

For more information about these service changes, contact Paul Mounier at **703-877-5615, TTY 711**.

Please see new schedule times for Route 335 on the reverse side of this flyer.

Fairfax Connector Information Center
703-339-7200, TTY 703-339-1608
www.fairfaxconnector.com

 To request this information in an alternative format, call the Department of Transportation, 703-877-5600, TTY 711.



County of Fairfax, Virginia



ATTENTION PASSENGERS

Public Meeting for Proposed Service Changes affecting Routes 304 and 371.

Fairfax Connector is proposing service changes to Routes 304 and 371 to provide additional service to the Saratoga Park and Ride Lot, in addition to the Backlick North Park and Ride Lot, and Pentagon Metrorail Station.

There will be a public meeting to discuss these changes. Passengers and neighborhood residents are encouraged to attend.

Public Meeting

Saturday, November 17, 2012

11 a.m. – 2 p.m.

**South County Government Center, Room 221 B/C
8350 Richmond Highway, Alexandria**

Accessible by Fairfax Connector Route 171, Metrobus REX

For more information about the public meeting or proposed route changes, contact Matt Crooks at 703-877-5687 or Matthew.Crooks@fairfaxcounty.gov.

To see detailed descriptions and maps of proposed changes visit: www.fairfaxconnector.com

**Fairfax Connector Information Center
703-339-7200, TTY 703-339-1608
www.fairfaxconnector.com**



To request this information in an alternative format, call the Department of Transportation, 703-877-5600, TTY 711.



County of Fairfax,
Virginia



ATENCIÓN PASAJEROS

Reunión pública para las modificaciones del servicio propuestas que afectan las rutas 304 y 371.

Fairfax Connector propone modificaciones del servicio a las rutas 304 y 371 para proporcionar servicio adicional a Saratoga Park y Ride Lot, además de Backlick North Park y Ride Lot, y la estación Pentagon de Metrorail.

Habrà una reunión pública para hablar de estas modificaciones. Se invita a los pasajeros y vecinos a asistir.

Reunión pública

Sábado 17 de noviembre de 2012

11:00 a.m. a 2:00 p.m.

South County Government Center, Sala 221 B/C

8350 Richmond Highway, Alexandria

Se puede acceder por Fairfax Connector Ruta 171, Metrobus REX

Para obtener más información sobre la reunión pública o las modificaciones de ruta propuestas, comuníquese con Matt Crooks al 703-877-5687 o a Matthew.Crooks@fairfaxcounty.gov.

Para ver descripciones y mapas detallados de las modificaciones propuestas, visite el sitio web: www.fairfaxconnector.com

Centro de Informaciones de Fairfax Connector

703-339-7200, TTY 703-339-1608

www.fairfaxconnector.com



Para solicitar esta información en un formato diferente, llame al Departamento de Transporte al 703-877-5600, TTY 711.



Condado de Fairfax,
Virginia



ATTENTION PASSENGERS

Changes to Routes 304 and 371

Effective Monday, January 14, 2013

- **Route 304:** Eliminate service to Franconia-Springfield Metro Station, Alban Road, and Backlick Road. Provide express service from Saratoga Park-and-Ride and Backlick North Park-and-Ride, to the Pentagon Metrorail Station, with limited-stop service along Rolling Road and the Saratoga Neighborhood. **Re-name as Route 394 Pentagon-Saratoga Express.**
- **Route 371: Create new Routes 372 and 373.** New routes will serve areas currently served by Routes 304 and 371. Routes 372 and 373 will be rush hour only, weekday service; splitting the southern alignment of Route 371 of Lorton and serve the Alban Road section of current Route 304. Route 372 will provide service to Lorton Park and Ride, Lorton Market, Gunston Cove, Lorton VRE, Alban Rd, and Franconia-Springfield. Route 373 will provide service to Silverbrook Rd, Lorton VRE, Rolling Road, Fullerton Road, Boston Blvd., and Franconia-Springfield.

For more information, please visit the Fairfax Connector Website at www.fairfaxconnector.com or call 703-877-5600, TTY 711.

 To request this information in an alternative format, call the Department of Transportation, 703-877-5600, TTY 711.



County of Fairfax,
Virginia



ATTENTION PASSENGERS

Changes to Routes 333, 334, and 372 Effective Monday, March 18, 2013

- **Route 333:** Routing and scheduling changes to improve on-time performance.
- **Route 334:** Routing and scheduling changes to improve on-time performance. Reverse morning and afternoon routing along Newington and Cinderbed Roads.
- **Route 372:** Routing and scheduling changes to service Patriot Ridge office complex and improve on-time performance.

For more information, please visit the Fairfax Connector Website at www.fairfaxconnector.com or call 703-877-5600, TTY 711.

 To request this information in an alternative format, call the Department of Transportation, 703-877-5600, TTY 711.





ATENCIÓN PASAJEROS

**A partir del 15 de octubre de 2012,
las rutas 333 y 334 del Conector de
Fairfax (Fairfax Connector) ya no
utilizarán este paradero.**

**Para obtener más información, comuníquese con
Byren Lloyd al 703-877-5651, TTY 711.**



Para solicitar esta información en un formato diferente, llame al Departamento de Transporte al 703-877-5600, TTY 711.



Condado de Fairfax,
Virginia



ATENCIÓN PASAJEROS

Cambios a las Rutas 333, 334 y 372 A partir del lunes 18 de marzo de 2013

- **Ruta 333:** cambios en la ruta y los horarios para mejorar la puntualidad.
- **Ruta 334:** cambios en la ruta y los horarios para mejorar la puntualidad. Se invirtió la ruta de la mañana y de la tarde por las calles Newington y Cinderbed.
- **Ruta 372:** cambios en la ruta y los horarios para brindar servicio al complejo de oficinas Patriot Ridge y mejorar la puntualidad.

Para mayor información:
www.fairfaxconnector.com
703-339-7200, TTY 703-339-1608

 Para solicitar esta información en formato alternativo, llame al Departamento de Transportación al 703-877-5600, TTY



Fairfax County Department of Transportation
4050 Legato Road, Suite 400
Fairfax, VA 22033
FCDOT Contact: Ellen Kamilakis
703-877-5606, TTY 711, Fax 703-877-5638
Pager: 703-324-NEWS (6397) (non-business hours)
DOTinfo@fairfaxcounty.gov
www.fairfaxconnector.com
June 18, 2013
13/009

Fairfax Connector to Reduce Fares on Six Routes

Effective Monday, July 1, 2013, Fairfax Connector will reduce fares on six routes, in order to match the fare structure of other regional transit providers, and to increase ridership on existing routes. Routes affected are: 394, 395, 493, 494, 495 and 981. Routes 394 and 395 will match the regional express fare of the Washington Metropolitan Area Transit Authority (WMATA). Routes 493, 494, 495 and 981 will match the base fare for Fairfax Connector, which is already the same as WMATA's base fare.

Fairfax Connector fare changes:

Route 394: Saratoga – Pentagon Express

- Current fare: \$5.35 if paid by SmarTrip® or cash
- New fare: \$3.65 if paid by SmarTrip®, \$4 if paid by cash

Route 395: Pentagon – Gambrill Road

- Current fare: \$5.35 if paid by SmarTrip® or cash
- New fare: \$3.65 if paid by SmarTrip®, \$4 if paid by cash

Route 493: Lorton to Tysons

- Current fare: \$3.65 if paid by SmarTrip®, \$4 if paid by cash
- New fare: \$1.60 if paid by SmarTrip®, \$1.80 if paid by cash

Route 494: Springfield to Tysons

- Current fare: \$3.65 if paid by SmarTrip®, \$4 if paid by cash
- New fare: \$1.60 if paid by SmarTrip®, \$1.80 if paid by cash

Route 495: Burke VRE to Tysons

- Current fare: \$3.65 if paid by SmarTrip®, \$4 if paid by cash
- New fare: \$1.60 if paid by SmarTrip®, \$1.80 if paid by cash

Route 981: Tysons West*Park to Dulles Airport Express

- Current fare: \$5.35 if paid by SmarTrip® or cash
- New fare: \$1.60 if paid by SmarTrip®, \$1.80 if paid by cash

For information regarding Fairfax Connector fares or bus service, visit www.fairfaxconnector.com.

For information about this news item, contact Ellen Kamilakis at 703-877-5606, TTY 711.

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Fairfax County Department of Transportation
4050 Legato Road, Suite 400
Fairfax, VA 22033
FCDOT Contact: Ellen Kamilakis
703-877-5606, TTY 711, Fax 703-877-5638
Pager: 703-324-NEWS (6397) (non-business hours)
DOTinfo@fairfaxcounty.gov
www.fairfaxconnector.com
March 13, 2013
13/005

Fairfax Connector Implements Changes March 18

Effective Monday, March 18, 2013, Fairfax Connector will start two new express routes, modify three existing routes and increase the number of bus stops served on an existing route. Modifications are being made to better serve passenger needs and improve on-time performance. Routes affected are: 333, 334, 372, 493(F, G, J, M), 494(F, G, J, M) and 495(F, G, J, M).

The new express routes are Route 493(F, G, J, M) from Lorton VRE Station and Saratoga Park and Ride to Tysons, and Route 494(F, G, J, M) from Franconia-Springfield Metro Station and Greater Springfield to Tysons. Bus routes will use the 495 Express Lanes and have four circulations, serving many major employers in the Tysons area. An express fare of \$3.65 SmarTrip® or \$4 cash applies. An introductory free ride period is in effect between March 18 and April 12 for the two new express routes (493 and 494).

New Routes

- **Route 493:** Lorton VRE and Saratoga Park and Ride to Tysons
 - **Circulations:**
 - **F** (Full Tysons circulation)
 - **G** (Greensboro circulation)
 - **J** (Jones Branch circulation)
 - **M** (McLean circulation)
- **Route 494:** Franconia-Springfield Metro Station to Tysons
 - **Circulations:**
 - **F** (Full Tysons circulation)
 - **G** (Greensboro circulation)
 - **J** (Jones Branch circulation)
 - **M** (McLean circulation)

Modified Routes

- **Route 333:** Modifies routing to use the Franconia-Springfield Parkway during rush hour, reducing travel time and improving on-time performance
- **Route 334:** Modified morning routing to travel southbound along Cinder Bed Road and northbound along Fairfax County Parkway; and afternoon routing to travel southbound along the Fairfax County Parkway and northbound along Cinder Bed Road.
- **Route 372:** Adds rush-hour service to the Patriot Ridge Office Campus on morning southbound trips and afternoon northbound trips.
- **Route 495(F, G, J, M):** Adds service to all bus stops along route between Burke VRE Station and Wakefield Chapel Road.

For information about this news item, visit www.fairfaxconnector.com or call Ellen Kamilakis at 703-877-5606, TTY 711.

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Addendum 1 – Systemwide Service Standards

Fairfax County's System Wide Service Standard has been revised as follows:

“Fairfax Connector's service standard is to provide fixed-route bus services within one quarter mile of a minimum of 53% of all residents within the County's service area.”

Addendum 2 – Disproportionate Burden/Disparate Impact Definitions

Fairfax County’s Disproportionate Burden and Disparate Impact definitions have been revised as follows:

Disparate Impact

“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.”

Disproportionate Burden

“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.”