



# Title VI Update

March 8, 2022

# Meeting Agenda

- What is Title VI and why is it important?
- What's in Metro's current Title VI Policy, and how has it changed?
- How can I suggest changes?
- Next steps

# Some quick notes...

- The acronym “LEP” stands for “Limited English Proficiency” and is used in the Title VI document. I will try to avoid using such acronyms in this presentation so it can be translated/interpreted more easily.
- This presentation has a lot more text than I would typically use. I will try to speak slowly and clearly. If you are having trouble understanding me, please raise your hand or type in the chat window.
- We’ll save questions and discussion on the presentation until the end!

# What is Title VI of the Civil Rights Act?

## **Your Rights Under 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.”

- Metro has an obligation to ensure that:
  - Metro’s benefits are shared equitably throughout the service area;
  - The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
  - No one is excluded from participating in Metro’s service planning and development process;
  - Adverse environmental and health burdens are not disproportionately allocated to a community’s minority population; and
  - This program is in place to correct any intentional or unintentional discrimination.

# What is Title VI?

- Other requirements
  - Metro posts Title VI information on buses, on our website, in brochures, and at Metro PULSE on Elm Street at Congress Street
- Procedures for filing a complaint
  - Complaints related to Title VI are automatically elevated to the Executive Director
  - Title VI complaints tracked separately from general complaints and resolution is prioritized

# Metro's Title VI Program

## Public Participation

- Outlines how Metro's public participation process is inclusive
- Interpretation and translation is available upon request
- Board of Directors and Committee meetings
  - Meetings are regularly scheduled on a monthly basis; open to the public
  - Virtual since 2020; this may change if COVID-19 pandemic wanes
- Online form and email
  - An online form at [gpmetro.org](https://gpmetro.org), and an email address ([info@gpmetro.org](mailto:info@gpmetro.org)) is available for any comment/complaint, including Title VI complaints
- Metropolitan Planning Organization process
  - Greater Portland Council of Governments (GPCOG) sometimes conducts public meetings on behalf of Metro and other area transit agencies.

# Updates in the 2022 Title VI Policy

## Public Participation

- Expanded Community Workshops, Task Forces, and Advisory Committees
  - For service improvements and expansions, fare changes, service reductions
  - Expanded efforts to reach LEP persons, (videos, meetings with interpreters, translated surveys)
  - Example: Proposed 2019 Peninsula Loop Reboot (currently paused)
- Local Meetings
  - Metro participates in Portland District meetings, which offer live interpretation
  - Metro often presents at local public meetings during budgeting processes

# Metro's Title VI Program Language Assistance Plan

- Four-Factor Analysis of Spoken Languages
  - Number and Proportion of LEP Persons Served or Encountered
  - Frequency of LEP Use/Contact with Metro Service
  - Importance of LEP Services to Peoples' Lives
  - Resources Available and Costs for LEP Outreach
- Based on Four-Factor Analysis, five languages were identified as prevalent
  - Spanish, Portuguese, French, Arabic, and Somali
  - No one language exceeded the 5% /1,000 persons threshold for written translation of all vital documents



# Metro's Title VI Program Language Assistance Plan

- Translation of other documents, and interpretation at public meetings, is available upon request
  - Do not hesitate to request accommodation! We are happy to help.
- Outreach to community organizations and publications
  - Portland Public Schools
  - Catholic Charities
  - Amjambo Africa!

# Metro's Title VI Program

## Other Resources

- Public awareness campaigns
- Surveys
- Service Standards and Policies
- Transit Amenities Policy
  - Bus Shelters
  - Real-time Arrival Information
  - WiFi



**Expect respect.**

We have **NO** room for **HARASSERS.**

Report harassment.  
It's easy & anonymous.

>> Text **gpmetro** to **72345**  
>> Call **(207) 774-0351**  
>> Visit **gpmetro.org**  
>> Tell **the Bus Driver**

GREATER PORTLAND  
**metro**

For **EMERGENCIES**  
call **911**

>> You are covered. Metro buses have video & audio surveillance.

# How do I make suggestions?

- Email Mike Tremblay at [mtremblay@gpmetro.org](mailto:mtremblay@gpmetro.org), or call Mike at 207-517-3023
- Visit [www.gpmetro.org/353](http://www.gpmetro.org/353) -- the Contact Us page
  - Includes a link to file a Title VI report
- Visit Metro Pulse during business hours (Monday-Friday, 7am-7pm)
  - 21 Elm Street in Portland, a short walk from Monument Square
- Suggestions are requested by Wednesday, March 16

# Next Steps

Schedule of Meetings – All are virtual and open to the public

- February 17<sup>th</sup> – Metro Ridership Committee Meeting
- March 8<sup>th</sup> – Title VI Public Information Meeting ← We are here
- March 17<sup>th</sup>, 4pm – Metro Ridership Committee Meeting
- March 24<sup>th</sup>, 4pm – Metro Board Meeting & possible approval of Title VI Program

# Questions and Discussion

