



**Summit County, Colorado
Title VI Plan**

*Related to
Transportation Planning, Improvements, and Transportation Services*

**Submitted by the:
Summit County, Colorado
Board of County Commissioners**

Updated to meet Circular 4702.1B
"Title VI Requirements and Guidelines for Federal Transit Administration Recipients"

**Revisions & Additions Endorsed and Approved
March 17, 2021 by the:
Summit County
Board of County Commissioners**

Submitted to the:

COOT Civil Rights & Business Resource Center
4201 East Arkansas Avenue, Room 150
Denver, CO 80222

March 17, 2021



RECIPIENT INFORMATION

RECIPIENT: Summit County, Colorado Board of County Commissioners
Rural Transit Agency (population under 200,000)

This submission is an UPDATE and conforms to FTA Circular 4702.1B

SUBMITTAL DATE: March 17, 2021

EXPIRATION YEAR: 2024

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I. PROVISION OF TITLE VI ASSURANCES

SUMMIT COUNTY hereby certifies that, as a condition of receiving Federal financial assistance from the Department of Transportation under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- a. SUMMIT COUNTY shall submit on an annual basis, their Title VI Assurance, as part of their annual Certification and Assurance submission to the FTA.
- b. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
- c. SUMMIT COUNTY will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI Regulation, 49 CFR, Part 21.7.
- d. SUMMIT COUNTY will make it known to the public that those persons or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration, and/or the U.S. Department of Transportation, and/or the Colorado Department of Transportation.

II. TITLE VI COMPLIANCE HISTORY

- a. During the course of the last three (3) years, there have not been any lawsuits or complaints received related to Title VI. Currently, there are no outstanding lawsuits or complaints naming SUMMIT COUNTY which allege discrimination on the basis of race, color or national origin with respect to transit service or other transit benefits.
- b. Currently SUMMIT COUNTY is applying for Section 5311 & 5339 federal financial assistance funding through the Colorado Department of Transportation as a sub-recipient of FTA pass-through assistance funds.
- c. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to SUMMIT COUNTY and, to the best of our knowledge, there are not presently any ongoing civil rights compliance review activities being conducted with respect to SUMMIT COUNTY.
- d. Summit County has not constructed a transit facility within the last three (3) years.
- e. There is currently one pending construction project which could impact minority communities being performed by SUMMIT COUNTY. The project is located at the Frisco Transit Center and includes new traffic/pedestrian alignments as well as replacement of the existing public building.
- f. Summit County has not in the last three (3) years and currently does not have any sub-recipient grantees that have been passed through federal financial assistance funds by SUMMIT COUNTY.

III. INCORPORATION OF THE PROGRAM

Summit County (hereinafter referred to as "SUMMIT COUNTY" or "Recipient") hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the "Act"), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the "Regulations"), and other pertinent directives. No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically, and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Federal Transit Administration program:

- a. That the Recipient agrees that each "program" and each "facility", as defined in subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to a "program") conducted, or will be (with regard to a "facility") operated, in compliance with all requirements imposed by, or pursuant to, the Regulations.
- b. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all Federal Transit Administration programs and in adapted form in all proposals or negotiated agreements:

SUMMIT COUNTY, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders/proposers that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

- b. That the Recipient shall insert the clauses contained herein as APPENDIX A in every contract subject to this Act and the Regulations.
- c. That the Recipient shall insert the clauses contained herein as APPENDIX B, as a covenant running with the land, in any deed from the United States affecting a transfer of real property, structures, or improvements thereon, or interest herein.
- e. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
- f. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
- g. That the Recipient shall include the appropriate clauses contained herein as APPENDIX C, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under Federal Transit Administration programs; and (b) for the construction or use of, or access to, space on, over, or under real property acquired, or improved under Federal Administration programs.
- h. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
- i. The Recipient shall provide for such methods of administration for the programs as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
- j. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

- k. The Recipient assures that the level and quality of transit service and related benefits are provided in a manner consistent with Title VI of the Civil Rights Act of 1964.

THESE ASSURANCES are given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the recipient by the Department of Transportation under the Federal Administration and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal Transit Administration programs.

The person(s) whose signature appears below, are authorized to sign these assurances on behalf of the grant applicant, recipient, or sub-recipient.

Date : March 17, 2021

Signature: 

Scott Vargo County Manager
Summit County, Colorado

IV. GENERAL GUIDELINES/REQUIREMENTS

a. Annual Certification and Assurance

As stated in Section I, SUMMIT COUNTY shall submit annually, their Title VI assurance, as part of their annual Certification and Assurance submission to the FTA and/or COOT. The most recent submission for SUMMIT COUNTY was submitted on January 6, 2021.

b. Complaint Procedures

In compliance with 49 CFR Section 21.9(b), SUMMIT COUNTY has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. SUMMIT COUNTY complaint procedures and complaint form are contained herein as APPENDIX D.

c. Record Title VI Activities

In compliance with 49 CFR Section 21.9(b), SUMMIT COUNTY shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming SUMMIT COUNTY that allege discrimination on the basis of race, color, or nation origin. Such list shall include:

- 1) Date the investigation, lawsuit, or complaint was filed;
- 2) Summary of the allegation(s);
- 3) The status of the investigation, lawsuit, or complaint; and
- 4) Actions taken by SUMMIT COUNTY in response to the investigation, lawsuit, or complaint.

d. Access for LEP Persons

SUMMIT COUNTY shall take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). SUMMIT COUNTY will assist persons with limited English proficiency to participate in the transportation planning process. SUMMIT COUNTY Staff will make every effort to provide translators and document translation, where feasible, upon request. SUMMIT COUNTY's Limited English Proficiency (LEP) Plan is contained herein as APPENDIX E.

e. Public Notification

In compliance with 49 CFT Section 21.9(d), SUMMIT COUNTY shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by the Title VI. SUMMIT COUNTY complaint procedures and public notification information are contained herein as APPENDIX D.

f. Additional Information

SUMMIT COUNTY acknowledges that, at the discretion of the FTA, information other than that which is required by FTA C 4702.1B, may be requested in writing of SUMMIT COUNTY, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

g. Timely Submission

SUMMIT COUNTY acknowledges that their Title VI submissions and/or updates thereto, shall be supplied to their FTA Regional Office and/or COOT once every three (3) years. The submission shall include, but is not limited to:

- 1) A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities;
- 2) SUMMIT COUNTY's process for persons with limited English proficiency (LEP) and SUMMIT COUNTY's plan for Language Assistance;
- 3) Title VI Complaint and Tracking procedures;
- 4) A list of any Title VI investigations, complaints or lawsuits filed since the last submission; and
- 5) A copy of SUMMIT COUNTY'S public notice regarding Title VI compliance and public access and instructions to SUMMIT COUNTY Title VI complaint procedures.
- 6) Service standards, service policies, and monitoring results.

Portions of the Plan which have not changed since the last submission will not be resubmitted, however, SUMMIT COUNTY shall include a statement to this effect in lieu of copies of the original documents in order to eliminate redundancy in resubmissions

h. Environmental Analysis of Construction Projects

SUMMIT COUNTY shall integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of transit related construction projects of which require NEPA. If a Categorical Exclusion (CE) is performed, SUMMIT COUNTY shall complete the FTA's standard CE check-list which includes a section on community disruption and environmental justice. While preparing an Environmental Assessment (EA) or Environmental Impact Statement (EIS), SUMMIT COUNTY shall integrate into their documents, the following:

- 1) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population;
- 2) A discussion of all adverse effects that would affect the identified minority and low-income population;
- 3) A discussion of all positive effects that would affect the identified minority and low-income population;
- 4) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project, if applicable;
- 5) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- 6) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison will be completed of mitigation and environmental enhancement actions between the two stated areas. If there is no basis for such a comparison, SUMMIT COUNTY shall describe why this is so.

i. Public Participation

SUMMIT COUNTY shall seek out and consider viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities in regards to proposed transportation decisions. SUMMIT COUNTY shall make every effort to include the following practices:

- 1) Coordination with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities;
- 2) Provision of opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments;
- 3) Utilization of locations, facilities and meeting times that are convenient and accessible to low-income and minority communities including the use of safe video conferencing to minimize exposure to COVID 19 and other contagions;
- 4) Utilization of different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities; and
- 5) Implementation of DOT's policy guidance regarding SUMMIT COUNTY's responsibilities to LEP persons.

The person(s) whose signature appears below, are authorized to sign these assurances on behalf of the grant applicant, recipient, or sub-recipient.

Date: March 17, 2021

Signature: 

Scott Vargo, County Manager
Summit County, Colorado

APPENDIX A - TITLE VI PLAN

(To be inserted into every contract subject to Title VI)

Summit County is herein referred to as "SUMMIT COUNTY"

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

- 1) Compliance with Regulations: The contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.
- 2) Nondiscrimination: The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- 3) Solicitations for Subcontracts Including Procurements of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
- 4) Information and Reports: The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by SUMMIT COUNTY or the FEDERAL TRANSIT ADMINISTRATION to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information the contractor shall so certify to Summit County, or the FEDERAL TRANSIT ADMINISTRATION as appropriate, and shall set forth what efforts it has made to obtain the information.
- 5) Sanctions for Noncompliance: In the event of the contractor's noncompliance with nondiscrimination provision of this contract, Summit County shall impose contract sanctions as it or the FEDERAL TRANSIT ADMINISTRATION may determine to be appropriate, including but not limited to:

- a) Withholding of payments to the contractor under the contract until the contractor complies; and/or
- b) Cancellation, termination, or suspension of the contract, in whole or in part.

6) Incorporation of Provisions: The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as SUMMIT COUNTY or the FEDERAL TRANSIT ADMINISTRATION may direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request SUMMIT COUNTY to enter into such litigation to protect the interests of SUMMIT COUNTY, and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

APPENDIX B - TITLE VI PLAN

(to be inserted into real property transactions)

The County of Summit in Colorado is herein referred to as "SUMMIT COUNTY"

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW, THEREFORE, the Department of Transportation, as authorized by Law, and upon the condition that SUMMIT COUNTY will accept title to the Lands and maintain the project constructed thereon, in accordance with THE STATE OF COLORADO, the Regulations for the Administration of PROGRAM and the policies and procedures prescribed by FEDERAL TRANSIT ADMINISTRATION of the Department of Transportation and, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto SUMMIT COUNTY all the right, title and interest of the Department of Transportation in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto SUMMIT COUNTY and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on SUMMIT COUNTY, its successors and assigns.

SUMMIT COUNTY, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over or under such lands hereby [.] [And]*

(2) that SUMMIT COUNTY shall use the lands and interest in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-

Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended, and (3) that in the event of breach of any of the above mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this instruction. *

* Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.

APPENDIX C - TITLE VI PLAN

(To be inserted into federally funded real property transactions or improvements)

The Summit of County is herein referred to as SUMMIT COUNTY"

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by SUMMIT COUNTY pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add "as a covenant running with the land") that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee Lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination of Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)*

That in the event of breach of any of the above nondiscrimination covenants, SUMMIT COUNTY shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said (licenses, lease, permit, etc.) to re-enter and repossess said land and facilities thereon, and hold the same as if said (license, lease, permit, etc) had never been made or issued.

(Include in deeds)*

That in the event of breach of any of the above nondiscrimination covenants SUMMIT COUNTY shall have the right to re-enter said lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of SUMMIT COUNTY and its assigns.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by SUMMIT COUNTY pursuant to the provisions of Assurance 7(b).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in case of deeds, and

APPENDIX C (CONTINUED)

leases add "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over or under such land and the furnishing services thereon, no person on the grounds of race, color, or national origin shall be excluded from the participation in, be denied. the benefits of, or be otherwise subjected to discrimination, and (3) that the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.(include in licenses, leases, permits, etc.)* That in the event of breach of any of the above nondiscrimination covenants, SUMMIT COUNTY shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities as thereon, and hold the same as if said (license, lease, permit, etc.) had never been made or issued.

(Include in deeds)*

That in the event of breach of any of the above nondiscrimination covenants, SUMMIT COUNTY shall have the right to re-enter said land and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of SUMMIT COUNTY and its assigns.

* Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purpose of Title VI.

APPENDIX D

TITLE VI PUBLIC NOTICE OF RIGHTS/COMPLAINT PROCESS SUMMIT COUNTY, COLORADO (SUMMIT STAGE)

Public Notice of Rights

The following statement shall be posted on site at the SUMMIT STAGE office, the SUMMIT STAGE Transit Centers, on the SUMMIT STAGE website (www.summitstage.com); permanently displayed on public transit vehicles; and other appropriate materials made available to the public: (*Documents will be translated into languages other than English, upon request.*)

Non-Discrimination - Your Rights Under Title VI of the Civil Rights Act of 1964

The United States Department of Transportation (DOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person, who believes the County (SUMMIT STAGE) has violated his /her Title VI protections or would like additional information regarding the statutes or about our Title VI Plan, should contact the SUMMIT STAGE Transit Division at 970-668-4161 or email chris.lubbers@summitcountyco.gov

SUMMIT STAGE has also developed a policy to assist individuals who are Limited English Proficient (LEP). Translation services, in order to assist LEP individuals, shall be made available to SUMMIT STAGE's customers upon request. SUMMIT STAGE's Title VI policy, complaint procedures and LEP Plan shall be made available upon request by contacting the SUMMIT STAGE Transit System at the above-noted information. For Federal Title VI information, please contact the Federal Transit Administration (FTA), Region 8 at 720-963-3300. Federal Title VI information, including filing complaints, can also be accessed on the FTA web site at: www.fta.dot.gov.

A single sentence will be provided in Spanish for people to request information in Spanish.

In 2013, a notice to beneficiaries was included on every Summit Stage bus stop sign. A larger copy of the notice is included at the end of this section.

Title VI Information, Limited English Proficient (LEP) information and Complaint Process (for printed materials, website, and other mediums upon request)

The County (SUMMIT STAGE) grants all citizens equal access to all its public transportation services. It is further the intent of the SUMMIT STAGE that all citizens are

APPENDIX D (CONTINUED)

aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of the SUMMIT STAGE programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color, and national origin. Other Civil Rights laws prohibit gender discrimination.

What is LEP?

As part of Title VI requirements, the SUMMIT STAGE has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to SUMMIT STAGE services as required by Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

SUMMIT STAGE's Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the SUMMIT STAGE.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the SUMMIT STAGE may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within calendar 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, or national origin) and the date of alleged act(s). A statement

APPENDIX D (CONTINUED)

detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

The SUMMIT STAGE strongly encourages the use of the attached *SUMMIT STAGE Title VI Complaint Form* when filing official complaints.

The preferred method is to file your complaint in writing using the *SUMMIT STAGE Title VI Complaint Form*, and sending it to:

Transit Director
Summit County
Summit Stage
P.O. Box 68
Breckenridge, CO 80443

- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the SUMMIT STAGE Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the SUMMIT STAGE Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5) Within fifteen (15) calendar days from receipt of a complete complaint, the SUMMIT STAGE will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the SUMMIT STAGE Transit Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of the SUMMIT STAGE's jurisdiction, while informing the

APPENDIX D (Continued)

- 9) If the Complainant is dissatisfied with the SUMMIT STAGE's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration
Region 8
Attn: Civil Rights Officer
12300 West Dakota Avenue
Suite 310
Lakewood, CO 80228
720-963-3300
Fax 720-963-3333

FTA Complaint procedures can also be found on the FTA web site at: www.fta.dot.gov.
These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.

APPENDIX D (Continued)

**Title VI
Complaint Form**

Instructions: If you would like to submit a Title VI complaint to Summit County (SUMMIT STAGE) Transit System, please fill out the form below and send it to: SUMMIT STAGE, Attn: Transit Director, P.O. Box 68, Breckenridge, CO 80424. For questions or a full copy of SUMMIT STAGE's Title VI policy and complaint procedures call 970-668-4161 or email chris.lubbers@summticountyco.gov.

1. Name (Complainant):	
2. Phone:	3. Home address (street no., city, state, zip):
4. If applicable, name of person(s) who allegedly discriminated against you:	
5. Location and position of person(s) if known:	6. Date of incident:
7. Discrimination because of: Race National origin Color Other Please specify:	
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.	

9. Why do you believe these events occurred?			
10. What other information do you think is relevant to the investigation?			
11. How can this/these issue(s) be resolved to your satisfaction?			
12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):			
Name:	Address:		
Phone number:			
13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?			
Yes	No		
If yes, check all that apply:			
Federal Agency	Federal Court	State Court	
Local agency	State Agency		
If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.			
Agency/Court:	Contact's Name:	Address:	Phone number:
Signature (Complainant):		Date of filing:	

In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the SUMMIT STAGE Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the SUMMIT STAGE Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing. A translator will be provided for persons with Limited English Proficiency to assist with the process.

APPENDIX E

LIMITED ENGLISH PROFICIENCY PLAN SUMMIT COUNTY, COLORADO

DECEMBER, 2020

I. INTRODUCTION

This Limited English Proficiency (LEP) Plan for Summit County, Colorado (heretofore referred to as Summit Stage) has been developed in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides that no person shall "on the grounds 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."

Federal Executive Order No. 13166, issued in August 2000 by President Clinton, "Improving Access to Services for Persons with Limited English Proficiency," was created to " ... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)..." President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. and Acting Assistant Attorney General, Loretta King directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

As a sub-recipient of funds from the Federal Transit Administration (FTA), through the Colorado Department of Transportation (COOT), this Limited English Proficiency (LEP) Plan for Summit Stage has been developed to ensure compliance with Federal LEP regulations. It includes an assessment of the limited English proficiency needs of our area, an explanation of the steps we are currently taking to address these needs, and the steps we plan to take in the future to ensure meaningful access to our transit programs by persons with limited English proficiency.

II. POLICY

It is the policy of Summit Stage to ensure that our programs and activities, normally provided in English, are accessible to Limited English Proficiency (LEP) persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination. Summit Stage will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided.

III. LIMITED ENGLISH PROFICIENCY NEEDS OF AREA

The *Four-Factor Analysis* developed by the FTA requires that information be included in LEP Plans regarding the number and percentage of LEP persons in our area, and the nature, frequency and importance of the contact we have with LEP persons in providing transit services. Each of these elements is addressed in the following pages.

Factor 1. Number and Percentage of LEP Persons in Our Area

1. Permanent Population

The U.S. Census provides information to assist in estimating the number of limited English speakers in the permanent population. Table 1 presents information for Summit County and the Towns of Breckenridge, Dillon, Frisco and Silverthorne as well as Copper Mountain and Keystone on *Language Spoken at Home by Ability to Speak English*, based on the 2010 Census.

Table 1 - Number of Persons of Limited English Proficiency														
	Summit County		Breckenridge		Copper Mountain		Dillon		Frisco		Keystone		Silverthorne	
	Total#	%	Total#	%	Total#	%	Total#	%	Total#	%	Total#	%	Total#	%
Total Population (5 years old & older)	28,268	100%	4,498	100%	214	100%	610	100%	2,733	100%	1,126	100%	3,789	100%
Speaking English "Not Well" or "Not at All"	1,131	4%	6	0%	0	0%	24	4%	27	1%	90	8%	227	6%
Spanish	1,097	97%	6	100%	0	0%	24	100%	27	100%	90	100%	211	93%
Other Indo-European	23	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Asian and Pacific Islander	11	1%	0	0%	0	0%	0	0%	0	0%	0	0%	16	7%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total	1,131	100%	6	100%	0	0%	24	100%	27	100%	90	100%	227	100%

Source: U.S. Census American Community Survey 2009-2013 estimates. Population 5 years old and older. Speaking another language in the home. Who speak English "Not well" or "Not at All."

Based on the Census data presented in Table 1, persons of limited English proficiency represent 4% of the population of Summit County amongst persons who are at least 5 years of age. Significant concentrations of non-English speakers are found in unincorporated areas of the County, Keystone and Silverthorne. Each of these areas are served by Summit Stage. Visitor Population

In addition to a permanent population of non-English speakers or persons of limited English proficiency, Summit County is the destination for visitors from all over the world. Since there is no specific data available, it is unknown to what extent the visitor population is made up of LEP persons. However, the bus system is geared towards serving visitors to the County, both LEP and non LEP.

1. Summary

Based on the research conducted in #1 and #2 above, provide a summary, answering the following questions to the best of your ability.

- a. *Do LEP populations exist (5% or 1,000 individuals -whichever is less)*
Yes.
- b. *What languages do they speak?*
Mostly Spanish on the part of residents. Visitor population may be more diverse, although much less is known about this segment of the population.
- c. *Where are concentrations of LEP persons in your service area?*
Among resident population, concentrations in Keystone, Silverthorne, Swan Meadow Village and Dillon Valley. Visitor population is concentrated in the ski resorts of Breckenridge, Keystone, and Copper Mountain which also provide short and long-term housing.

Factors 2 & 3 Nature, Frequency and Importance of LEP Contact

1. Nature of Contact

What transit services do you provide?

Fixed route and ADA paratransit service which operate in most areas of Summit County.

What types of contact do you have or could you have with LEP persons?

Daily contact with LEP persons occurs with Drivers, Dispatch Supervisors and Summit Stage Management, including the Transit Director. Schedules and marketing materials are in English and Spanish. Further information on bus services is available at the County website (which is accessible in 72 languages), Summit TVS, Summit County Community Television (SCTV), What's Happening in Summit County and Let's Explore Colorado. Public meetings and an on-line survey were held in 2020 as part of a Strategic Planning Study and Comprehensive Operational Analysis. On-board surveys were undertaken in December, 2015, March, 2015 and January, 2016. In addition, a community survey of Blue River residents was done on-line in September, 2015.

2. Frequency of Contact

What is the frequency of contact in terms of each of the above, in general, and specifically with known or potential LEP populations in your service area?

Frequency of contact with:

- a. Drivers - Daily
- b. Dispatch Supervisors - Weekly
- c. Management - Varies
- d. Schedules - Daily
- e. Other marketing materials - Daily/weekly
- f. County website - Daily
- g. Summit TVB - Ongoing
- h. Summit County Community Television - Monthly
- i. Transit studies - Varies but approximately every 6-7 years

3. Importance of Contact

How would you rate the importance of current contacts or potential contacts with LEP individuals?

Summit Stage enjoys a high rate of utilization on the part of persons who have limited English-speaking skills. For example, while such LEP persons represent 5% of the population in Summit County, they make up an estimated 31% of the ridership.

Contact with this population is therefore very important, since it helps to ensure they have access to transportation in getting to and from work, recreation, shopping, medical and all of the other activities for which people use public transit. Their high rate of transit usage helps to ensure Summit Stage is meeting the needs of a significant part of the community.

Factor 4. Resources Available for LEP Outreach

What are the resources available for LEP outreach, as well as the costs associated with that outreach?

The resources available to reach LEP persons, are generally the same as those used to reach the community at-large. By far the most important resource are people, i.e., the employees of Summit Stage. Next would be various printed materials, especially the bus schedules which are widely distributed throughout the County. Increasingly, potential transit users rely upon high-tech means whether it be the County website and smart phones equipped with the various apps which enable users to find out where and when to catch a bus.

The County also provides a part-time planner position to identify unmet needs and how the transit system can better meet the needs of current transit users, both LEP and non-LEP populations. The cost of this new position is \$52,000 per year.

Less frequently, the County utilizes the services of outsider firms to perform specialized tasks designed to improve ridership and operating efficiency through surveys and technical analyses which help to identify unmet needs and how to make better use of limited resources.

IV. LANGUAGE ASSISTANCE PLAN

Given what you've identified in II and III above, what are your current processes and plans for the future to address LEP needs? Are your existing efforts adequate? What else needs to be done? How will you continue to monitor and respond to the needs of LEP persons in your area to make sure they have meaningful access to the services you provide? Please consider the items below in developing a plan for the future.

A. How Will You Identify LEP Persons Who Need Language Assistance?

A number of methods will be employed. First, new housing and commercial developments will continue to be monitored and evaluated for potential transit demand. Second, employment data at major employers such as ski resorts will be monitored. Third, periodic census updates will be reviewed for certain changes in the LEP population. Finally, transit staff meetings will periodically include an agenda item discussing demographic changes in either ridership or population characteristics that the transit system may need to address.

B. How Will You Identify Language Assistance Measures?

Since a very large portion of the Summit Stage ridership is made up of LEP persons, most if not all outreach efforts must reach this population, especially the Hispanic population which is by far the most significant LEP population in the County.

We currently have three employees (out of 72) who are conversant in Spanish or another non-English language. In most instances, we have been able to translate customer service calls coming into the Summit Stage offices with these limited resources. However, we have also found that most LEP callers (and riders) have sufficient English skills to be able to communicate with our staff. Should this change, we will consider utilizing a translation service which provides phrase translation to or from multiple languages.

C. How Will Your Staff Be Trained?

All staff training emphasizes that we serve a community which has come to expect a high degree of customer service, whether it be year-round residents or visitors. LEP needs will be addressed in training for new hires as well as refresher training.

D. What Will Be Your Outreach Efforts?

Outreach to under- and un-served areas of the County will be ongoing, recognizing that scarce resources preclude serving every unmet need which is identified. We will further reach out to local organizations serving LEP groups.

E. What Is Your Monitoring and Updating Plan?

We will periodically review our LEP efforts as part of our ongoing efforts to ensure that Summit Stage is meeting the needs of County residents and visitors. A part of this effort, previously discussed is monitoring changing trends in the County, including development, demographic patterns and other changes. The monitoring effort also includes tracking complaints and requests for service which provides useful data on unmet needs in the County, or problems with existing services which need to be addressed.

F. How Will You Disseminate Your LEP Plan?

The LEP will be posted on the link to the Summit Stage service on the County website. Agencies serving the local LEP will be identified of the plan and will be provided by the Plan. The plan will be reviewed and approved by the Summit Stage Transit Advisory Board.

APPENDIX F

Summit County, Colorado

Policies and Procedures for the Use of Summit Stage Public Transportation

The following document is on public display, both in English and in Spanish translation, at the Frisco and Silverthorne Transit Centers and summarized on the official TOB website. Any revisions to the policy and procedure document are immediately updated for public information in both languages.

General Use Policies

1. General Policy. Summit Stage public transportation vehicles and facilities (Summit Stage) are provided by the County for the benefit of the community, visitors, and the general public. All permissible use of public transportation vehicles and facilities (Summit Stage services) shall be strictly limited to conduct consistency with the reasonable use and enjoyment of such services and for their safe and reliable operation.
2. Use of Summit Stage Services.
 - a. There are no user fees for the use of basic Summit Stage Services.
 - b. Use of Summit Stage Services is available on a first-come, first-served basis until capacity is reached. The buses cannot wait for incomplete boarding parties.
 - c. The County reserves the right to impose user fees for Summit Stage services when it is deemed that such action is necessary and in the best interest of the County.
 - d. Use of the Summit Stage Transit System constitutes an acceptance of the terms of use.
 - e. All users must wear face coverings, shirts and shoes and display proper hygiene as well as proper spacing from other passengers as to not pose a contagion risk or be overtly offensive to other passengers. Users under the age of 10 are exempted from the mandatory use of face coverings.
3. Standing Passengers. All standing passengers (whether adults or children) must use the handrails or other stabilization devices provided on the vehicles in order to

stabilize themselves while the vehicle is in operation. Passengers are not permitted to stand forward of the Standee Line per federal regulations. Passengers stand at their own risk.

4. Children.

- a. Riders age eight (8) and younger must be under the supervision of a responsible adult at all times when using Summit Stage services.
- b. Children must be removed from strollers while on the Summit Stage.
- c. All children under the age of six (6) must be seated.
- d. Diapers may not be changed aboard a Summit Stage transit vehicle.

5. Strollers; Wagons.

- a. Only collapsible strollers, wagons and similar child transport devices are permitted on the Summit Stage. Non-collapsible strollers, wagons, and similar child transport devices are not permitted on the Summit Stage.
- b. All strollers, wagons, and similar child transport devices shall be carried on the Summit Stage in their collapsed condition.

6. Bicycles. Skis and Snowboards.

- a. On a seasonal basis, public transportation vehicles are equipped to carry bicycles, skis, and snowboards on a first-come, first-served basis until capacity is reached.
- b. Any rider traveling with a bicycle, skis, or snowboard must be able to load without assistance.
- c. Bicycles may not be brought on-board transit vehicles. If space is available, skis and snowboards may be brought on-board. Use of the provided bicycle rack is at the user's own risk.

7. Carry-On Items.

- a. Summit Stage Services do not have space specifically designed for storage.
- b. Riders may bring packages and groceries on-board vehicles if space is available and if they maintain control of these items within their immediate seating area.
- c. Any rider traveling with carry-on items must be able to board without assistance.

- d. Carry-on items must not interfere with passenger safety or obstruct the aisles.
- e. Portable music devices such as radios, iPods, etc. must not be played at a volume that would disrupt the safe operation of the transit vehicle or annoy other passengers. Transit riders are required to use headphones for their radios or iPods while on board a transit vehicle as a courtesy to your fellow passengers.
- f. No food or beverages may be consumed aboard a Summit Stage transit vehicle. Beverages should be transported in a spill proof container. Summit Stage may impose a total ban of all beverage containers for special events and holidays. Notice will be posted.

8. Hazardous Materials. Hazardous materials such as car batteries, explosives, flammable liquids, firearms, or weapons (except as authorized by law) are prohibited on Summit Stage Services. Mention of any such materials is considered to be threatening behavior and will not be tolerated. Any violation of this prohibition will result in immediate notification of the appropriate law enforcement officials.

9. Animals. Animals are allowed on Summit Stage Services, subject to the following guidelines:

- a. Animals are permitted under the control of a guest.
- b. Small animals stored in an approved carrier are permitted under the control of a responsible guest, at the discretion of the transit operator.
- c. Any rider traveling with an animal may be expelled if the animal's behavior compromises the safe operation of Summit Stage Services or otherwise poses a threat to the health, safety, and welfare of the public.

10. Smoking. Smoking is strictly prohibited while using Summit Stage Services. This includes inside the buses, inside transit facilities, and at bus stops. Outdoor smoking areas may be provided, as designated by the County in the exercise of its sole discretion. Electronic cigarette devices and Marijuana are included in the definition of smoking as being prohibited.

11. Loitering. Remaining on board a public transit vehicle without a destination, sleeping on-board a transit vehicle, or loitering at a public transit station or designated bus stop is not permitted.

12. Disruptive Behavior. Loud, obnoxious behavior or the use of foul language is not permitted aboard a Summit Stage transit vehicle, at a designated public bus stop, or at

- a. Public Transit Station. Disruptive passengers may be denied Summit Stage Services at the discretion of the Transit Operator.

13. Flash Photography, Laser Pointers. Taking flash photographs or the use of a laser pointer while on board a transit vehicle is extremely dangerous and not permitted.

14. Alcohol: Illegal Drugs.

- a. The consumption of alcohol is prohibited while using the Summit Stage.
- b. The possession of an open alcoholic beverage container is prohibited while using the Summit Stage.
- c. No person may ride the Summit Stage while he or she is visibly intoxicated and not in control of their own person.
- e. The possession, sale, or use of any illegal drug is prohibited while using Summit Stage Services.
- f. Medical marijuana or Recreational marijuana may not be used on-board, at designated bus stops, or at a Public Transit Station.

14. Fixed Route System. Summit Stage is a fixed route public transportation system. We are prohibited by federal law from making undesignated stops in which to board or disembark passengers. All bus stops are hail stops. Summit Stage complies with all state and federal regulations for public transportation and is under the jurisdiction of the Federal Transit Administration and Federal Motor Carrier Safety Regulations.

15. Emergencies. In the event of an unforeseen emergency, the Transit Operator shall provide passengers with specific directions for evacuation and/or other necessary actions. For your safety and that of our other passengers, you must comply with the directions provided. Transit Operators are licensed Commercial Drivers and are provided extensive training to meet federal regulations for safety.

16. Compliance with Use Policies. The Summit Stage Transit System reserves the right to deny boarding or Summit Stage Services to any person not complying with the "Use Policy and Procedures" for the transit system. Refusal to comply with the directions of a Transit Operator or Transit Supervisor and/or the hindering of the movement of public transportation is punishable by Federal Law with up to 16 years in prison and up to \$750,000 in fines. Other state and local laws may also apply. Persons not following the basic requirements for Use of the Summit Stage Services will not be allowed to board or will be told they must disembark. The Summit Stage Transit System will notify law enforcement officials of any misconduct involving Summit Stage Services at its sole discretion.

17. Audio & Video Surveillance. The Summit Stage Transit System has on-board camera surveillance technology for the safety and security of our passengers. Each bus and facility equipped with such technology shall have a notice posted.

18. Non-Discrimination. The County complies with Title VI of the Civil Rights Act of 1964. The level and quality of transportation service will be provided without regard to race, color, or national origin in accordance with Title VI. The County also does not discriminate based upon disability, religion, creed, sex, age, orientation, political ideology, or any other similar factor. All Summit Stage services are provided with equal access to all.

19. Accessibility. All Summit Stage Services provided by The County shall meet the standards of accessibility for persons with disabilities established by the Federal Transit Administration pursuant to the Americans with Disabilities Act, 42 U.S.C. §12101, et seq. (Public Law 101-336). Accessibility is provided along our fixed route system at designated bus stops only. All mobility devices aboard a Summit Stage transit vehicle must be secured. Persons requiring point-to-point accessibility service may contact our contracted service provider, Mountain Mobility, at (970) 389-1041 to arrange for that type of ADA mobility service.

Notice

Any person who believes that they or any specific class of persons is subjected to discrimination prohibited by Title VI Civil Rights Act or the provisions of the Americans with Disabilities Act may by him/herself or by a representative file a written complaint with County and/or the Federal Transit Administration. All complaints will be promptly investigated.

To request additional information on the County nondiscrimination obligations or the Americans with Disabilities Act, contact:

Transit Director
Summit Stage
PO Box 2179
0222 County Shops Road
Frisco, CO 80443

Information in languages other than English will be provided as needed and will be consistent with DOT LEP Guidance. Additionally, alternative formats, i.e. large print, Braille, audio or video tapes of the use policies and procedures are available upon request.

Policies and Procedures
for the use of the
Summit Stage Transit System

Adopted: March 2021



INSERT PUBLIC NOTICE OF RIGHTS HERE

APPENDIX G

Demographics of non-elected Commissions & Committees

The County's transit system is governed by the Board of County Commissioners (BOCC). All policy decisions, service plans, and budget appropriations must be approved by the BOCC which is an elected body.

Summit Stage also utilizes a Transit Board in an advisory role. The Board is seated to provide broad representation of the community. Potential members are asked to submit a letter of interest and to commit to a two-year term on the committee. The committee serves without compensation on a volunteer basis.

Representation on the Board is based on bylaws adopted by the BOCC with representation from the towns, ski resorts and planning districts.

Summit Stage Transit Board

1. Town of Frisco
2. Town of Breckenridge
3. Town of Silverthorne
4. Town of Dillon
5. Arapahoe Basin Ski Resort
6. Keystone Ski Resort
7. Copper Mountain Ski Resort
8. Breckenridge Ski Resort
9. Upper Blue River Basin Planning District
10. Lower Blue River Basin Planning District
11. Snake River Basin Planning District
12. Summit County BOCC

The demographics of the Transit Board are representative of the community make-up at this time. It can be challenging in such a small community to get any participation for commissions or committees. All of our advertisements for commission/committee appointments are placed into the newspaper with the widest local circulation and on the County website.

Board of County Commissioners

The Board of County Commissioners is made up of three elected representatives. The current Commissioners are:

- District 1 – Elisabeth Lawrence
- District 2 – Tamara Pogue
- District 3 – Josh Blanchard

APPENDIX H

Service Standards & Service Policies for Fixed Route Service

No monitoring required - less than 200,000 population
and fewer than 50 vehicles in operation

Vehicle Load for Fixed Route Service

Summit Stage currently has two (2) different models of transit coaches in its Fleet. Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle.

Summit Stage

Vehicle Load Standards

Vehicle Type	Average Passenger Capacities			Maximum Load Factor	#of units in Fleet
	Seated	Standing	Total		
35' Transit Bus	28	15	43	2.0	5
40' Transit Bus	37	23	60	2.0	23

The average of all loads during the peak operating period generally should not exceed vehicles' achievable capacities, which is 60 passengers for a full-sized transit bus and 43 passengers for a medium-sized bus. It should be noted that during certain conditions such as contagion protocols and public health orders, the above capacities may be reduced.

When consistent loads meeting these standards appear on any route, the route will be evaluated for increased service frequencies or other alternative strategies to meet the transit demand.

Vehicle Headways for Fixed Route Service

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to

more frequent service. Vehicle headways are measured in minutes (e.g., every 30 minutes); service frequency is measured in vehicles per hour (e.g., two buses per hour).

Summit Stage adjusts its service plan twice per year. The levels of transit demand vary between winter and summer. The transit service therefore ramps up and down throughout the year in response to demand. With Summit County being the most visited ski area in North America, the highest transit demands level exist during the winter months and that is when the greatest level of transit service is provided.

The Stage operates transit service year-round approximately 20 hours a day, seven days a week to the towns and resort areas throughout Summit County. Most routes operate on 30 minute headways until 6:00 pm when they go to 60 minutes.

All routes are year-round with the exception of the Swan Mountain Flyer which operates during the winter and partially into the summer. The Copper Mountain Route goes from hourly in the summer to 30 minutes in the winter. The Stage further provides some express trips between Silverthorne and Keystone and between Frisco and Breckenridge in the winter only

Service On-time Performance for Fixed Route

a. Definition of "On-time Window":

The Stage prohibits as a matter of policy any bus from servicing a bus stop ahead of the scheduled pick-up time or running early. (At times, we may fall behind due to traffic conditions to where the bus is late and not actually running early. This is different that running ahead of schedule.) The Stage further defines an on-time performance if a bus is no more than 2 minutes late for servicing a particular stop or the origin & destination points of an entire route. These guidelines are the established "On-time Window" for calculating the overall System On-Time Performance.

b. Established Service Standard

95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window during the spring, summer, and fall seasons is the established standard.

During the winter season, we face conditions that are beyond our control, including weather and traffic congestion, so in the winter 90 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window is the established standard.

During certain contagion protocols or public health orders, the above service standards may be reduced to improve the safety of passengers and reduce the spread of communicable disease.

Service Availability for Fixed Route Service

The standard is expressed by bus stop spacing. Bus stop spacing generally depends on ridership. Ridership, in turn, is typically affected by surrounding land use type, such as residential, commercial, or central business district. The range of spacing between each stop varies considerably and is standardized on average to be between 600 feet to over a mile.

Distribution of Transit Amenities for Fixed Route Service

Distribution of all transit amenities such as bus shelters, benches, and trash receptacles is determined through ridership levels. Based upon boarding counts and bus stop utilization, the following table outlines the standard for how the transit amenities are placed by the transit system.

Many private entities, such as homeowner's associations and property developers, have added their own transit amenities that may not conform to the standards above. We use the above standard when making a determination if an amenity is warranted that does not currently exist.

Vehicle Assignment for Fixed Route Service

It is the policy of the Stage to assign vehicles with more capacity to routes with higher ridership and/or to routes with additional capacity needs during peak periods.

The Stage has performed mid-life cycle refurbishments on each bus in its Fleet; therefore the quality of the equipment available for use is equal - regardless of its age.