

Town of Mountain Village

Title VI Program

Updated 7/1/2019



Accepted and Approved:

Laila Benitez

Date: July 18, 2019

Laila Benitez – Mayor

On Behalf of the Mountain Village Town Council

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AGENCY BACKGROUND

The Town of Mountain Village is a home rule municipality located in San Miguel County, Colorado. The Town's Gondola public transportation system is the first public transit system of its kind in the United States. It provides free public transportation between the Town of Mountain Village and the Town of Telluride and currently provides open-door transportation services to over 2,500,000 people per year. Each of the 4 primary passenger terminals is situated in pedestrian-heavy locations with easy access to other components of the regional multimodal public transportation system and within close proximity to local merchants and businesses, as well as hiking and biking trails.

The Gondola provides continuous fixed route service seventeen hours per day, 7 days per week, 280+ days per year via a five-mile loop connecting the Towns of Mountain Village and Telluride. With 59, eight passenger cabins traveling at a constant speed of 11.2 miles per hour, the gondola can move 960 people every hour, each way, between the two Towns.

When the gondola is shut down for maintenance during the spring and fall shoulder seasons, the Town operates a fixed route bus service, mirroring gondola operating hours, consisting of (4) 14 passenger cut-away Ford/Goshen buses. Those buses also provide back-up for the gondola service in the event of a mechanical problem.

The Town also operates a regional employee van pool consisting of (12) 12-15 passenger vans running multiple daily fixed routes from Montrose, Cortez, Naturita and all points in between.

The Town accomplishes all of its transit related functions with a staff of 49 full-time employees.

The Town has been a direct recipient of section 5309 grants from the FTA. Since 2012, the Town has been a sub-recipient through CDOT of section 5311 admin and operating, section 5311 capital, section 5304 planning, and section 5339 state of good repair grants.

Mountain Village is a member of the San Miguel County Transit Advisory Committee (SMCTAC), a member of the Three River Regional Transit Coordinating Council. The Town is also an active member of the Gunnison Valley Transportation Planning Region. With all three groups, member agencies meet periodically to share their expertise in the operation and planning of transportation services.

TITLE VI ASSURANCES

The Town of Mountain Village hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- The Town of Mountain Village shall submit on an annual basis, their Title VI Assurances, as part of their annual Certification and Assurance submission to the FTA.
- 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.

- The Town of Mountain Village will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1A and in compliance with the Department of Transportation's Title VI Regulation, 49 CFS, Part 21.7.
- The Town of Mountain Village 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.

NOTICE TO THE PUBLIC

The following statement shall be posted in conspicuous and accessible locations in Town transit offices, Town bus stops, all gondola stations, and the Town website (www.townofmountainvillage.com) as well as permanently displayed in public transit vehicles. (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 Mountain Village Transit has violated his /her Title VI protections, should contact the Town of Mountain Village at 970-369-8300 or email titleVI@mtnvillage.org. Mountain Village Transit 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 Mountain Village Transit customers upon request. Mountain Village Transit's Title VI policy, complaint procedures, and LEP Plan shall be made available upon request by contacting the Town of Mountain Village 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.

COMPLAINT INSTRUCTIONS AND FORM

The Town of Mountain Village Transportation Department operates without regard to race, color, or national origin.

Mountain Village Transit provides equal access to its programs and services to all members of the public. If you feel your rights, as defined by Title VI of the Civil Rights Act of 1964, have been violated a complaint may be filed utilizing the Town's Title VI complaint form found in Appendix D. The complaint process is further defined in Appendix C of this Title VI plan. The plan in its entirety, including complaint instructions and complaint form are available on the Town's website at www.townofmountainvillage.com.

TITLE VI COMPLAINTS, INVESTIGATIONS AND LAWSUITS

- There are no outstanding lawsuits or complaints naming the Town of Telluride that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- There are pending applications for Federal financial assistance, however there is no direct Federal financial assistance currently being provided to the Town of Telluride.
- During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to the Town of Telluride.
- There are no pending construction projects which would negatively impact minority communities being performed by the Town of Telluride.

PUBLIC PARTICIPATION

The Town of Mountain Village holds town council meetings on a monthly basis. All town council meetings are open to the public and a portion of every meeting is devoted to public comment. Translators are available upon request. All meetings are held at Mountain Village Town Hall during regular business hours and are noticed on the Town's website, and with paper notices in both English and Spanish in high traffic areas throughout the town, including the Town's workforce housing complex where a large percentage of the minority population resides. Town Hall, an ADA compliant facility, is conveniently located in close proximity to the Town's major LEP population center and is a major stop on the Town's free multi-modal transportation system. Town transit staff presents semi-annual reports to the town council where various elements of transit operation are discussed and evaluated. Public comment on transit operations is encouraged during any town council meeting. The Town does not rely on any county or city funding, nor is there any coordination with any faith-based, educational, or other community organization.

LIMITED ENGLISH PROFICIENCY (LEP)

The Town of Mountain Village (Town) recognizes a need for limited LEP language services in its free public transportation sector. At present, it is estimated that 15% of the 1,401 Mountain Village population is Hispanic or Latino (of any race). The Town wants to insure this potential LEP group is aware of the Town's federally funded multimodal transit system schedule of services.

The regular fixed route Bus schedule and Gondola schedule is displayed at bus stops and gondola stations in both English and Spanish. Temporary schedule changes for festivals, special events and maintenance projects are displayed in the same manner.

The need for interpreters, to date, has been minimal. Mountain Village's use of bilingual employees has been timely and effective. The Town intends to continue this practice until demand warrants the fund required to formalize and expand the interpreter service.

The Town's website encourages the LEP community to provide feedback and suggestions to improve the language services provided.

Town transportation and customer information staff will be informed of our LEP objectives and the names and phone numbers of bilingual employees and other persons and organizations willing to assist if interpretation is necessary. Our main goal is to fulfill the LEP's language service needs.

The Town's full LEP plan is available on the website at www.townofmountainvillage.com/LEP

Town Employees Who Can Assist in Spanish Language Communication

Hector Delgado 729-3415

Interpreters / Translators

San Miguel Resource Center
Claudia Garcia – Bilingual Advocate
970 728 5842
general@smrcco.org
300 S. Pine – Suite 102
Telluride, CO 81435

PLANNING AND ADVISORY BOARDS

The Town of Mountain Village has not formed, nor belongs to any planning or advisory boards comprised of non-elected officials for the purpose of formulating local transit policies.

FACILITY LOCATION EQUITY ANALYSIS

The Town of Mountain Village has not constructed any new facilities in the past three years.

FIXED-ROUTE SYSTEMWIDE SERVICE STANDARDS

The Town of Mountain Village operates 3 distinct types of fixed route service:

- aerial gondola
- bus
- commuter shuttle.

Vehicle Load (Capacity) Standards

Gondola

- Eight seated passengers per cabin per manufacturers recommendations
- Maximum of 68 cabins total in service

Bus

- 14 seated passengers per manufacturers recommendations
- Standees permitted only if no seats are available
- Standees are a very rare occurrence on this fixed route service

Commuter Shuttle

- 15 passenger vans are rated for 11 seated passengers
- 12 passenger vans are rated for 9 seated passengers
- 7 passenger vans are rated for 5 seated passengers
- Standees are not permitted on commuter shuttle vehicles
- Commuter shuttles are derated for capacity when compared to manufacturers standards

Vehicle Headway Standards

Gondola – High Seasons

- Gondola headways are every 37 seconds
- Headways are consistent 7 days per week, 7am to midnight
- Headways have been set based on capacity demands

Bus – Shoulder Seasons

- Bus headways are 45 minutes and run only when the gondola service is closed for maintenance
- Headways mirror the gondola service, running 7 days per week, 7am to midnight
- Headways have been set according to ridership demand

Commuter Shuttle

- Commuter shuttle headways vary from markets served
- Depending upon ridership demand, anywhere from one to three headways per day from each market are in service
- Headways are dependent upon market demand and are flexible and responsive to commuter needs

On-time Performance Standards

Gondola

- Due to the nature of the gondola service, on-time performance standards are not applicable

Bus

- 90% on-time departure rate
- Barring road construction activities, on-time departures standards are not an issue

Commuter Shuttles

- Depart on-time and arrive on-time for each scheduled route
- Barring road construction activities, on-time departures standards are not an issue

Service Availability Standards

Gondola

- Gondola passenger terminals are situated in pedestrian-heavy locations, within a ¼ mile of town hall, employee housing, businesses, parking lots, guest lodging, shops, and other facets of the multi-modal local transit system. The original design of the gondola system and the locations of the passenger terminals took convenience and accessibility to the aforementioned items into prime consideration.

Bus

- The bus route was designed to supplement gondola service when not available, as well as expanding service to areas not directly connected to the gondola corridor.
- Bus stops are centrally located in residential areas, connecting them to economic hubs and other parts of the regions multi-modal transportation system.

Commuter Shuttles

- Commuter shuttles are not local by nature of the program's mission
- The shuttle program serves outlying areas that are either underserved or not served by other regional transit providers
- Shuttles have pre-designated pick-up and drop-off spots for each route which are in convenient locations for the populations served.

FIXED-ROUTE SYSTEM-WIDE POLICIES

Gondola – Passenger Stations

- Fully enclosed
- Heated
- Bathrooms
- Trash and recycling receptacles immediately outside stations
- Information kiosks
- Benches located in arrival and departure zones
- System information, including route maps and times of operation posted in conspicuous locations within the passenger stations
- Amenities are placed where the flow of passenger traffic dictates
- Route and schedule information is posted on the Town's website as well as other social media outlets
- Due to the nature of this aerial fixed route transportation system, there are no plans for implementing electronic signage, route assignments, or storage/garage facilities

Bus

- Seven enclosed bus stops
- Trash and recycling receptacles
- Route maps and schedule information posted at all enclosed bus stops
- Amenities are placed where the flow of passenger traffic dictates
- Eight designated roadside pull-off stops with no amenities
- Route and schedule information is posted on the Town's website as well as other social media outlets
- With only one route, there are no route assignments or electronic signage needed
- All busses are stored in a centrally located parking structure

APPENDICES

Appendix A: Notice to The Public (English and Spanish versions)

Appendix B: Complaint/Investigations Table

Appendix C: Complaint Procedure

Appendix D: Complaint Form

Appendix E: Staff LEP survey

APPENDIX A

Notice to Beneficiaries (English)

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

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Notice to Beneficiaries (Spanish)

La no discriminación - Sus Derechos Baja el Título VI de/ Acto Civil de Derechos de 1964

El Departamento de estados unidos del Transporte aseguran la conformidad repleta con el Título VI del Acto Civil de Derechos de 1964 prohibiendo la discriminación contra cualquier persona a base de la carrera, el color o el origen nacional en las provisiones de beneficios y servicios que resultan de programas y actividades federalmente ayudados. Cualquier persona, que cree que el Tránsito de Town of Mountain Village ha violado sus protecciones del Título VI, deben avisar el Town of Mountain Village en 970-369-8300 o titleVI@mtnvillage.org correo electrónico.

El Tránsito de Town of Mountain Village ha desarrollado también una norma para ayudar los individuos que se Limitan inglés Capaz (LEP). Los servicios de la traducción, para ayudar los individuos de LEP, se hará disponible a clientes de Tránsito de Town of Mountain Village sobre el pedido. La norma del Título VI del Tránsito de Town of Mountain Village, los procedimientos de la queja, y el Plan de LEP se harán disponibles sobre el pedido avisando el Pueblo de Town of Mountain Village en la información arriba notada. Para la información Federal del Título VI, avisa por favor la Administración Federal de Tránsito, la Región 8 en 720-963-3300. La información federal del Título VI, inclusive archivar las quejas, pueden ser conseguidas acceso a también en el sitio de telaraña de FTA en: www.fta.dot.gov.

APPENDIX B

INVESTIGATIONS/COMPLAINTS CHART

Type	Date	Summary (basis)	Status	Action(s) taken
Lawsuits				

APPENDIX C

TITLE VI COMPLAINT PROCEDURE

Background

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by Mountain Village Transit.

These procedures do not affect 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 Mountain Metropolitan Transit 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 [written complaint](#) and send it to the following:

Title VI Coordinator
Mountain Village Transit
455 Mountain Village Blvd – Suite A
Mountain Village, CO 81435
Phone: (970) 729-3434
titleVI@mtnvillage.org

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights no later than one-hundred eighty (180) calendar days after the date of the alleged discrimination at 12300 West Dakota Avenue, Suite 310, Lakewood, CO 80228-2583, Phone: (720) 963-3313.

Title VI Complaint Procedure

1.) A formal complaint must be filed within one-hundred eighty (180) calendar 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 the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A [Mountain Village Transit Title VI Complaint Form](#) can be found on this website or may be requested by calling (970) 729-3434 or writing Mountain Village Transit's Title VI Coordinator at the address listed below. Mountain Village Transit encourages individuals to submit Title VI complaints in writing using this form and mailing to:

Title VI Coordinator
Mountain Village Transit
455 Mountain Village Blvd – Suite A
Mountain Village, CO 81435
titleVI@mtnvillage.org

- 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 Mountain Village Transit's Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the 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 sixty (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, Mountain Village Transit 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 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 Mountain Village Transit's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.
- 6.) When Mountain Village Transit does not have sufficient jurisdiction, the Transit Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7.) If the complaint has investigative merit, the Transit Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Transit Director within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8.) The Transit Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint.
- 9.) If the Complainant is dissatisfied with Mountain Village Transit's resolution of the complaint, he/she has the right to file a complaint with the Departmental Office of Civil Rights, U.S. Department of Transportation, 1200 New Jersey Ave., S.E. Washington D.C. 20590, Phone: 202-366-4648

APPENDIX D

MMOUNTAIN VILLAGE TRANSIT TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature Date

Please submit this form in person at the address below, or mail this form to:

Title VI Coordinator
Mountain Village Transit
455 Mountain Village Blvd – Suite A
Mountain Village, CO 81435
titleVI@mtnvillage.org

APPENDIX E
STAFF LEP SURVEY

The Town of Mountain Village is studying the language assistance needs of its riders so that we can better serve, communicate, and increase access with Limited English Proficient persons. Please complete the following survey and return it to Jim Loebe, Title VI Coordinator by August 31st, 2017.

How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them? (Circle one)

Daily

Weekly

Monthly

Less frequently than monthly

What languages do these passengers speak? Please list.

What languages other than English do you understand or speak?

Would you be willing to serve as a translator when needed?