



Title VI Update

March 4, 2025

Meeting Agenda

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

Some quick notes...

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

What is Title VI of the Civil Rights Act?

Your Rights Under Title VI of the Civil Rights Act of 1964:

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

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

What is Title VI?

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

Metro's Title VI Program

Public Participation

- Outlines how Metro's public participation process is inclusive
- Interpretation and translation is available upon request
- Board of Directors and Committee meetings
 - Meetings are regularly scheduled on a monthly basis; open to the public
 - Hybrid (in person AND virtual since 2022)
- Online form and email
 - An online form at gpmetro.org, and an email address (info@gpmetro.org) is available for any comment/complaint, including Title VI complaints
- Metropolitan Planning Organization process
 - Greater Portland Council of Governments (GPCOG) sometimes conducts public meetings on behalf of Metro and other area transit agencies.

Updates in the 2025 Title VI Policy Public Participation Plan

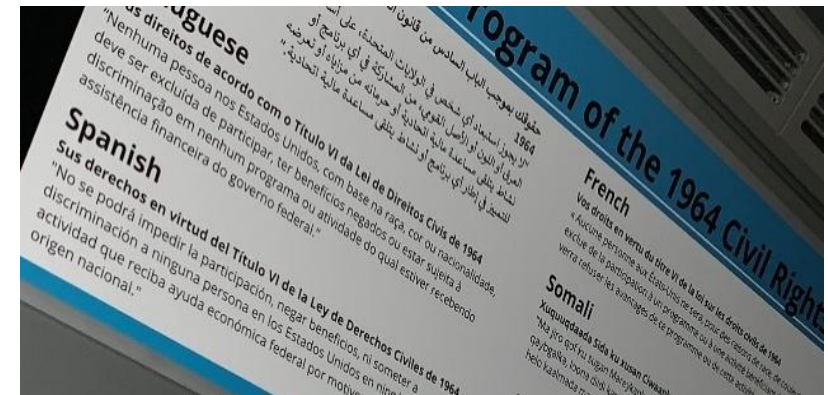
- New member communities
 - Gorham, South Portland
- New community served by Metro (Scarborough)
- Modified Board of Directors Committees
 - Executive Committee has authority to approve certain items previously under purview of full Board of Directors
 - Added Marketing and Communications Committee and Advocacy Committee
 - Ridership Committee repurposed to Operations and Planning Committee

Metro's Title VI Program Language Assistance Plan

- Four-Factor Analysis of Spoken Languages
 - Number and Proportion of LEP Persons Served or Encountered
 - Frequency of LEP Use/Contact with Metro Service
 - Importance of LEP Services to Peoples' Lives
 - Resources Available and Costs for LEP Outreach
- Based on Four-Factor Analysis, five languages were identified as prevalent in 2022
 - Spanish, Portuguese, French, Arabic, and Somali
 - No one language exceeded the 5% /1,000 persons threshold for written translation of all vital documents
- Similar analysis to be completed in 2025 using updated data from American Community Survey
- Regardless of requirement, Metro translates vital documents to all five prevalent languages

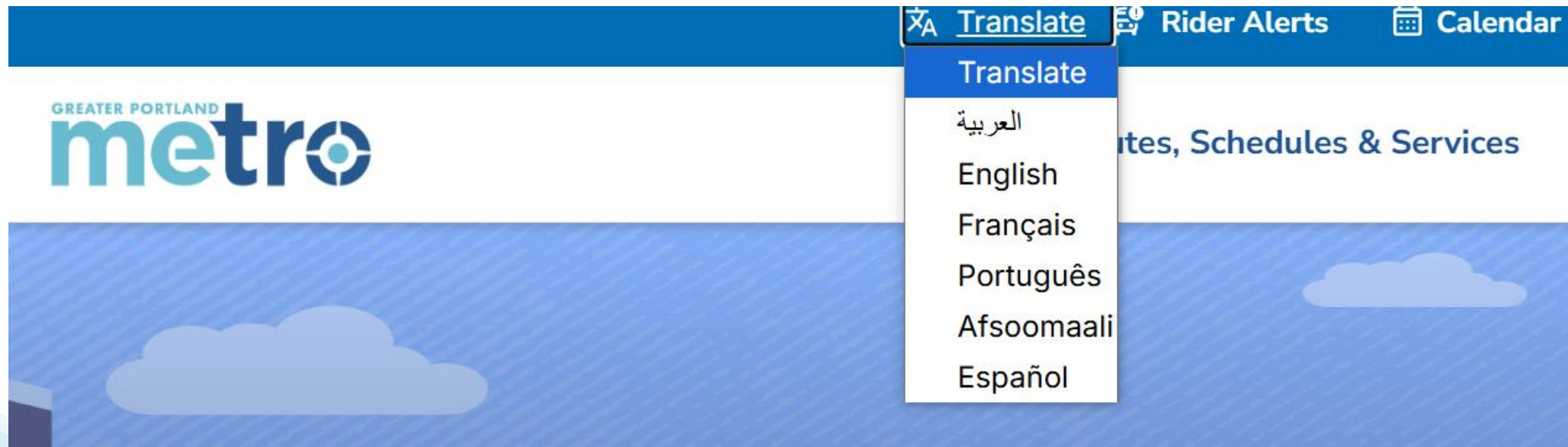
Metro's Title VI Program Language Assistance Plan

- Metro translates vital documents into Spanish, Portuguese, French, Arabic, and Somali
 - Many other languages are spoken in the region, but most speakers also speak one of the above languages
 - “Vital documents” include:
 - Americans with Disabilities Act (ADA) overview and application
 - Reduced fare information and application
 - How to Ride Guide, including fare information
 - Title VI brochure
 - Title VI complaint form
 - General complaint form



Metro's Title VI Program Language Assistance Plan

- Translation of other documents, and interpretation at public meetings, is available upon request
 - Do not hesitate to request accommodation! We are happy to help.
- Metro website can be translated with just a click



Metro's Title VI Program

Other Resources

- Public awareness campaign
- Outreach to community organizations and publications
 - Portland Public Schools
 - Catholic Charities
 - Amjambo Africa!
- Surveys
- Service Standards and Policies
- Transit Amenities Policy
 - Bus Shelters
 - Real-time Arrival Information
 - WiFi

How do I make suggestions?

- Email Mike Tremblay at mtremblay@gpmetro.org, or call Mike at 207-517-3023
- Visit www.gpmetro.org/contact-us
 - Includes a link to file a Title VI report
- Visit Metro Pulse during business hours (Monday-Friday, 6:30am-7:30pm)
 - 21 Elm Street in Portland, a short walk from Monument Square
- Suggestions are requested by Tuesday, March 11, 2025

Next Steps

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

- February 12th – Metro Executive Committee Meeting
- March 4th – Title VI Public Information Meeting ← We are here
- March 12th, 3pm – Metro Marketing and Communications Committee Meeting
- March 24th, 4pm – Metro Executive Committee Meeting & possible approval of Title VI Program

Questions and Discussion

