

# MID-REGION COUNCIL OF GOVERNMENTS

## TITLE VI PROGRAM



Submitted to the

Federal Transit Administration  
Region VI  
Civil Rights Office

By the

Mid-Region Council of Governments  
809 Copper NW  
Albuquerque, New Mexico

Adopted by the MRCOG Executive Board  
April 14, 2016

## TABLE OF CONTENTS

EXECUTIVE SUMMARY .....	1
1.0 GENERAL REQUIREMENTS .....	2
1.1 PUBLIC NOTICE.....	2
1.2 COMPLAINT PROCEDURE.....	2
1.2.1 How to file a Title VI Complaint .....	2
1.2.2 What happens to the complaint after it is submitted.....	3
1.2.3 How will the complainant be notified of the outcome of the complaint .....	3
1.3 COMPLAINT FORM.....	4
1.4 INVESTIGATIONS, COMPLAINTS, LAWSUITS .....	4
1.5 PUBLIC Participation PLAN.....	4
1.5.1 Federal Regulations.....	4
1.5.2 Planning Regulations .....	4
1.5.3 Public Participation .....	5
1.5.4 Public Participation Tools and Activities .....	5
1.6 LANGUAGE ASSISTANCE PLAN .....	6
1.6.1 RMRTD Language Assistance Plan .....	6
1.6.2 Four Factors for Analysis for LEP.....	7
1.6.3 Number of Eligible LEP Persons .....	7
1.6.4 Frequency of LEP Contact .....	7
1.6.5 Nature/Importance of LEP Program .....	8
1.6.6 Resources/Program Costs.....	8
1.6.7 Monitoring and Update Language Assistance Plan .....	8
2.0 BOARD MINORITY REPRESENTATION .....	9
2.1 MONITORING SUBRECIPIENTS.....	10
2.2 EXECUTIVE BOARD OF DIRECTORS APPROVAL OF TITLE VI PROGRAM .....	10
APPENDICES	
Appendix A: Complaint Forms	
Appendix B: MPO Public Participation Process	
Appendix C: LEP Demographic Data	
Appendix D: MRCOG Executive Board Resolution	

## **EXECUTIVE SUMMARY**

The purpose of this submission is to present the Title VI Program of the Mid Region Council of Governments (MRCOG), a current recipient for Federal Transit Administration (FTA) financial assistance. This program was developed to guide the MRCOG in its administration and management of Title VI related activities as specified in Federal Transit Administration (FTA) Circular 4702.1.B. This submission hereby provides assurance that the MRCOG has not had a Title VI compliance review for previous funding received from another federal agency. Further, the MRCOG has not applied to any other federal agency for funding. Pursuant to FTA Circular 4702.1B reporting requirements, this Title VI Program will be effective through 2019.

Currently, MRCOG is the recipient for the Veterans Program, which serves those veterans utilizing the Rio Metro Regional Transit District (RMRTD) commuter rail service. The program gives veterans with a VHIC (VA card) an annual pass to ride the train. The program began on November 11, 2014 and currently runs through December 31, 2016. Therefore, the RMRTD Language Assistance Plan is presented as a part of this Title VI submission for compliance with Presidential Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency.

## **1.0 TITLE VI GENERAL REQUIREMENTS**

### **1.1 TITLE VI PUBLIC NOTICE OF RIGHTS**

The Mid-Region Council of Governments provides the following notification to the public that it complies with Title VI and informs members of the public of the protections against discrimination afforded to them by the Civil Rights Act of 1964.

*The Mid-Region Council of Governments is committed to its Title VI obligations. We do not discriminate on the basis of race, color or national origin, or any other characteristic provided by law, in the delivery of service. To obtain more information on our nondiscrimination obligations or to file a Title VI complaint, contact Sandra Gaiser at 809 Copper Avenue NW, Albuquerque, New Mexico 87102 or [www.mrcog-nm.gov](http://www.mrcog-nm.gov).*

*El Mid-Region Council of Governments cumple con la ley Title VI. No discriminamos por razón de raza, color u origen nacional o cualquier otra característica descrita bajo la ley al desempeñar nuestro servicio. Para obtener más información sobre las regulaciones sobre no discriminación de Title VI o para entregar una queja, comuníquese con Sandra Gaiser en 809 Copper Ave NW, Albuquerque New Mexico 87102 (505) 247-1750, o [www.mrcog-nm.gov](http://www.mrcog-nm.gov).*

This Title VI information is prominently and publicly displayed in Mid-Region Council of Governments facilities on the agency's website ([www.mrcog-nm.gov](http://www.mrcog-nm.gov)). Such notices specify that the Mid-Region Council of Governments operates a Title VI Program without regard to race, color, or national origin; describe how to request additional information about the Title VI Program; and explain how to file a discrimination complaint.

### **1.2 COMPLAINT PROCEDURE**

The MRCOG specifies the procedures for investigating and tracking Title VI complaints filed with the Mid-Region Council of Governments. Below are the complaint procedures as posted on the MRCOG website ([www.mrcog-nm.gov](http://www.mrcog-nm.gov)) and which are also available upon request.

#### **1.2.1 How to file a Title VI Complaint?**

The complainant may file a signed, written complaint up to one hundred eighty (180) business days from the date of the alleged discrimination. The complaint should include the following information:

- Name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against to include the location, names and contact information of any witnesses.
- Other information that you deem significant.

The Title VI Discrimination Complaint form, a representation of which is presented in Exhibit A, should be used to submit the complaint information. The complaint must be filed in writing with the Mid Region Council of Governments (MRCOG) at the following address:

Sandra Gaiser, Title VI Coordinator  
Mid-Region Council of Governments  
809 Copper NW  
Albuquerque, NM 87102

The MRCOG encourages all complainants to certify mail that is sent through the U.S. Postal Service to ensure that all written correspondence can be tracked easily. An original, signed copy of the complaint must be received by the Title VI Coordinator as soon as possible, but no later than one hundred eighty (180) business days from the alleged date of discrimination.

### **1.2.2 What happens to the complaint after it is submitted?**

All written complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the MRCOG will be directly addressed by the Title VI Coordinator in writing. The MRCOG will provide, to the maximum extent feasible, appropriate assistance to complainants, including assistance to those persons with disabilities, or to those who are limited in their ability to communicate in English. Additionally, the MRCOG will make every effort to address all complaints in an expeditious and thorough manner as described below.

A Letter Acknowledging Receipt of Complaint will be mailed within seven (7) business days of receipt of the complaint, a representation of which is presented in Appendix A. At this time, the Title VI Coordinator will conduct a preliminary investigation into the complaint through follow up written interviews with parties involved. Written documentation of the preliminary investigation will be maintained on file in the Title VI Coordinator's office.

The MRCOG may request additional information from the complainant in the Letter Acknowledging Receipt of Complaint. A complainant's failure to provide the requested information may result in the administrative closure of the complaint and no further action will be required by the MRCOG.

### **1.2.3 How will the complainant be notified of the outcome of the complaint?**

The MRCOG will send a Written Response to the complainant as to whether the complaint is not substantiated or the complaint is substantiated. The MRCOG's Title VI Coordinator will make every effort to send a Written Response to the complainant within ninety (90) business days of receipt of the complaint.

As presented in Exhibit C Written Response - Complaint Not Substantiated, the complainant will be advised of his or her right to 1) appeal within seven (7) business days of receipt of the Written Response and 2) within 180 days of the alleged discrimination, file a complaint externally with the Federal Transit Administration of the U.S. Department of Transportation. The complainant has the right to appeal the Written Response. Appeals in this instance must be submitted to the Title VI Coordinator in writing and must include new information not previously considered in the original complaint. Contingent upon the specifics related to the complaint, appeal investigations may include further findings of fact, a hearing or other appropriate mechanisms, which will result in a final written determination rendered, if feasible, within ninety (90) business days of receipt of the appeal request.

In the case where the complaint is substantiated, the Written Response will indicate that remedial efforts are being developed and implemented in order to mitigate disparate treatment. The complainant will be notified in a manner similar to that which is presented in Exhibit D Complaint Substantiated, conceivably within ninety (90) business days of receipt of the appeal request.

### **1.3 COMPLAINT FORM**

The Mid-Region Council of Governments Complaint Form shown in Appendix A is utilized by persons who wish to file a Title VI complaint. The form, complaint procedures as well as a link to the FTA Civil Rights website, are provided on the agency's website.

### **1.4 INVESTIGATIONS, COMPLAINTS, LAWSUITS**

The Mid Region Council of Governments (MRCOG) hereby confirms that there have not been any Title VI investigations, complaints or lawsuits filed with the MRCOG. In the event that Title VI filings do occur, the MRCOG is prepared to maintain a list of any active investigations, lawsuits or complaints alleging discrimination on the basis of race, color, or national origin. The list will include the date of the investigation, lawsuit or complaint was filed; a summary of allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the MRCOG in response to the investigation, lawsuit or complaint.

### **1.5 PUBLIC PARTICIPATION PLAN**

The Public Participation Plan establishes the procedures to enhance public involvement in the provision of transit services among beneficiaries of the MRCOG's services, including but not limited to, low income and minority individuals as well as those with limited English proficiency. The MRCOG offers early and continuous opportunities for public involvement in identifying social, economic and environmental impacts of transit services. The depth of the MRCOG's public participation plan is well demonstrated by the variety of information and materials developed and disseminated as a part of MRCOG's community outreach effort and is found in Appendix B.

#### **1.5.1 Federal Regulations**

In accordance with Federal Transit Administration (FTA) Title VI Circular 4702.1B, Promoting Inclusive Public Participation, the MRCOG's public participation plan offers early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of transit services. With regards to public participation, grant recipients are required to comply with several requirements in order to demonstrate compliance.

#### **1.5.2 Planning Regulations**

Federal Highway Administration (FHWA) and FTA joint regulation for planning assistance and standards, codified as 23 CFR 450 and 49 CFR 613 respectively, formulates a robust process for providing citizens, public agencies, public transportation employees, freight shippers, private transportation providers, users of public transportation, pedestrian walkways, and bicycle facilities with reasonable opportunities to be involved in the metropolitan transportation planning process. To this end, the MRCOG's service area is also served by the designated Metropolitan Planning Organizations (MPO): the Mid-Region Metropolitan Planning Organization (MRMPO), responsible for surface transportation planning in the Albuquerque Metropolitan Planning Area (AMPA). The MPO is responsible for developing long-range transportation plans and short-term Transportation Improvement Program (TIP) for their defined area. As such, the MRCOG projects are publically vetted in a wide variety of venues through the public participation processes associated with the MPO so as to ensure a continuing, cooperative and comprehensive planning process. This submission has an additive value in defining public participation requirements necessary to encourage active and meaningful public involvement in reviewing and commenting on policies and provisions affecting transit services.

### 1.5.3 Public Participation

The goal of the MRCOG's public participation plan is to support proactive inclusive public involvement at all stages of planning and project development. The performance standards for proactive public involvement include early and continuous involvement; reasonable public availability of vital information with meaningful access; collaborative input on alternatives, evaluation criteria, and mitigation needs; open public meetings in accessible locations; and open access to the decision-making process.

To achieve these objectives, the MRCOG will:

- Ensure that the public is actively involved in the development of transit services;
- Provide community outreach efforts to ensure meaningful public involvement; and
- Employ a wide variety of outreach techniques in a myriad of venues to convey vital information throughout the MRCOG's service area.

### 1.5.4 Public Participation Tools and Activities

As a requirement of Title VI, the MRCOG continually engages the public in its planning and decision-making processes, as well as its marketing and community outreach activities. Since its inception to the present time, the public routinely has been invited by the MRCOG to participate in a wide variety of public outreach activities, including but not limited to:

*Transportation Improvement Plan (TIP).* The Albuquerque Metropolitan Planning Area (AMPA) TIP is six-year planning document that encompasses all federally funded or regionally significant transportation projects and programs including those related to federal, state and local highways, transit, ridesharing, bike paths, and pedestrian facilities. All MRCOG federally funded projects are subjected to the TIP process, which includes rigorous vetting through a process comprised of a well-established schedule for public hearings and public comment periods.

*FTA Grant Application Process.* As a part of the FTA grant application process, the MRCOG makes every attempt to publish its annual Program of Projects (POP) in English and Spanish speaking newsprint which provides another avenue for beneficiary notification and bilingual outreach. This effort also enhances the MRCOG's ability to reach out to persons with limited English abilities and therefore, further strengthens the LEP Plan.

*Board Meetings.* The MRCOG Board holds monthly meetings of which the public is invited to attend via notices posted on the MRCOG's website and published in local newspapers.

*Public Meetings.* When new or revised service is proposed, information is disseminated to the affected users, all revisions are posted on the MRCOG's website, notifications are sent to email users, and public meetings, if required, are scheduled in advance. All such revisions require presentations to the MRCOG Board for formal adoption, which provides another avenue to inform the public.

*Smart Business Partnership Program.* The MRCOG utilizes the Smart Business Partnership Program to reach out to businesses in order to enhance employee participation in MRCOG programs and services. This outreach effort is ongoing and widespread throughout the four counties constituting the MRCOG's service area. MRCOG staff work with employer coordinators in disseminating information and collecting data about employee commute habits. For this purpose, employee surveys are offered in English and Spanish in order to assist individuals with limited English abilities.

*Information Displays, Booths, Fairs.* Marketing staff regularly schedule opportunities to interact with the general public to provide information about transit services throughout the community. That effort includes the dissemination of schedules and other informational items about transit services, some of which are offered in English and Spanish versions.

*Bilingual Outreach.* As an important element of the MRCOG's LEP Plan, MRCOG has staff available to readily provide responses in Spanish to transit service inquiries. Many transit schedules include Spanish translations. Bilingual translation assistance is utilized in outreach programs, and if requested, offered during program and public meetings. Notices are provided in both Spanish and English in newsprint, on facilities, and in vehicles. The MRCOG takes a comprehensive approach to its bilingual outreach efforts.

## **1.6 LANGUAGE ASSISTANCE PLAN**

Limited English Proficiency (LEP) is a term used to describe people who may have limited ability to read, write or understand English. Because the FTA funded Veterans Program serves those veterans utilizing the Rio Metro Regional Transit District (RMRTD) commuter rail service, the RMRTD Language Assistance Plan is presented as a part of this Title VI submission for compliance with Presidential Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency. This plan, therefore, is submitted to fulfill the requirement to provide meaningful access to LEP persons.

### **1.6.1 Rio Metro Regional Transit District's Language Assistance Plan**

The RMRTD adheres to providing meaningful access to Limited English Proficiency (LEP) persons. This Language Assistance Plan includes provisions for written and oral interpretation services provided free of charge. In terms of written interpretations, transit service information, including system route schedules and route maps, are provided in English and Spanish, and are made available to the general public. These materials are accessible on RMRTD's website and, when feasible, are distributed at major employment centers, shopping centers, public libraries, educational facilities, medical facilities, senior centers, and other public buildings. The RMRTD also publishes its annual POP in both Spanish and English newsprint as a part of its grant application development activities.

Further, Title VI information posters are prominently and publicly displayed in RMRTD facilities and revenue vehicles. Such notices specify that the RMRTD operates a Title VI Program without regard to race, color, or national origin; describes how to request additional information about RMRTD's Title VI Program; and explains how to file a discrimination complaint. This information is posted in English and Spanish.

For oral interpretations, the RMRTD has individuals on staff fluent in Spanish who are available to assist persons with limited English abilities. The RMRTD also works with community service organizations, such as the New Mexico Asian Family Center, to provide a wide variety of Asian language translation services. LEP persons may receive oral language interpretation either in person during community events or public information meetings, or via telephone contact. In addition, the New Mexico School for the Blind can convert RMRTD documents into Braille for visually impaired individuals and interruptive services for individuals with hearing impairments as they may not be able to speak or understand English as well. Oral interpretations, ranging from on-site interpreters to telephonic translation services, are provided at no cost to any individual who requires assistance.

Overall, written and oral translation assistance is utilized in RMRTD's outreach programs, and if requested, assistance is offered during program and public meetings. Notices are provided in both Spanish and English in newsprint, on facilities, and in vehicles. The RMRTD takes a comprehensive approach to its LEP outreach efforts.

### **1.6.2 Four Factor Analysis for LEP**

LEP individuals should have meaningful access to services, programs and activities of recipients of Federal funding. As specified in 70FR74087, Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, an assessment of the need for language assistance is based upon the following four factors:

1. The number or proportion of LEP persons served or encountered by the service
2. The frequency with which LEP individuals come into contact with the service
3. The nature and importance of the program, service or activity
4. The resources available to the recipient and the costs associated with outreach

Any initiative or action to provide meaningful access to LEP persons is grounded on what is necessary and reasonable as a result of this four factor analysis. The table presented in Appendix C provides the demographic data that serves as the basis for the required four factor analysis.

### **1.6.3 Number of Eligible LEP Persons**

The data presented illustrates those 94.9 percent or 705,622 individuals over five years of age in the service area speak English "very well" or "well." Conversely, 5.1 percent or 37,935 individuals over five years old speak English "not well" or "not at all." Further inspection of the data reveals that of the roughly 5 percent who speak English "not well" or "not at all"; there are two language groups, Spanish and Asian, with numbers that meet or exceed the Safe Harbor threshold of five percent or a population of 1,000 or more as identified in the Department of Transportation (DOT) policy guidance referenced above.

### **1.6.4 Frequency of LEP Contact**

Therefore, the data indicates that there are LEP persons who come into contact with the District's services. Within the recognized LEP population, the following language groups and related population statistics for the total service area are identified:

- Spanish: 4.7 percent or 35,062 individuals
- Indo-European: 0.1 percent or 495 individuals
- Asian / Pacific Island: 0.3 percent or 2,128 individuals
- Other: <0.05 percent or 250 individuals

Based on information above, the District has identified LEP persons amongst those who speak Spanish, and to a lesser extent, Asian language speakers as a total of the service area population. As excerpted in the table below, the demographic data in Appendix C shows that 43 percent or six (6) of the 14 transit stations are located in areas with LEP concentrations of Spanish-speakers.

Station	LEP%	LEP Actuals
Bernalillo County/Sunport	11.8%	5,911
Downtown Albuquerque	8.2%	13,649
Montano	2.3%	4,577
Los Ranchos/Journal Center	1.3%	1,680
SF County/NM 599	11.0%	3,721
South Capital	6.7%	2,402

Each of the stations identified above exceed the safe harbor threshold for individuals that identify themselves as speaking Spanish and English “not well” or “not at all” and, therefore, are considered LEP concentrated areas.

In addition to an analysis of demographic data, the RMRTD Customer Service staff indicates that Spanish-only speakers on occasion call Customer Service requesting transit service information. As detailed in the *Summary of Outreach Efforts / Engaging Underserved Populations*, in the instance where one of the RMRTD staff members do not have translation capabilities, a well-defined process has been established so that translation services are provided in an equitable way.

**1.6.5 Nature/Importance of LEP Program**

The more important the activity, service or program, or the greater the possible contact with LEP persons, the more likely language services may be required. Whereas the entire service area qualifies for special consideration to ensure meaningful access of Spanish-speakers, the above LEP concentrated areas will receive additional attention in providing LEP services as well as during the monitoring of the Language Assistance Plan.

For individuals that identify themselves as speaking an Asian language and English “not well” or “not at all”, none of the individual stations meet or exceed the Safe Harbor threshold of five percent or a population of 1,000 or more; however, with more than a total of 2,000 individuals within the entire service area identifying themselves in the Asian LEP group, language assistance services are required, but not to the extent of that which is required by Spanish-speakers throughout the service area.

**1.6.6 Resources/Program Costs**

In light of the above, a well-integrated Language Assistance Plan is warranted for RMRTD, particularly at those stations located within LEP concentrated areas. Due to the long-standing composition of minority and LEP populations throughout the service area, the RMRTD anticipates that it will continue to have sufficient resources available to meet this need.

**1.6.7 Monitoring and Updating Language Assistance Plan**

The RMRTD will periodically review and update the Language Assistance Plan. During the term of this Title VI Program, the RMRTD will determine if additional vital documents require written

translations. Documents to be assessed include those that provide important information necessary for participation in programs, services and activities and will encompass schedules, system maps, outreach materials and written notices about changes in benefits or services. Written materials which are necessary for meaningful access to programs, services and activities then will be translated and provided to the general public, specialized groups and passengers.

The RMRTD will monitor the demographics of the commuter rail and fixed route service area, particularly portions of the service area which have concentrations of LEP individuals. In addition, any public input received will be incorporated into the updated Language Assistance Plan. In this way, meaningful Minority populations constitute a significant percentage of the overall population within the MRCOG service area. Results from the 2010-2014 5-Year American Community Survey (ACS) (Table B03002) indicate that the minority population, including those of Hispanic or Latino Origin, makes up about 59 percent of the service area population.

As indicated in the Table which is summarized below, those of Hispanic or Latino origin make-up the largest minority, with 48 percent of the total population of the service area. American Indian and Alaska Natives account for 4.7 percent. Blacks or African Americans account for 2.1 percent. Asians constitute 1.8 percent. Native Hawaiians and Other Pacific Islanders make up 0.1 percent. Those reporting as other races (none of the above) account for 0.3 percent, and those identifying as two or more races account for 1.7 percent in the 2010-2014 ACS.

Ethnicity/ Race	Percentage	Actual
Hispanic or Latino	48.0	494,272
American Indian and Alaska Native	4.7	48,137
Black or African American	2.1	21,434
Asian	1.8	18,597
Native Hawaiian and Other Pacific Islander	0.1	550
Other Race	0.3	2,629
Two or More Races	1.7	17,353
Totals	58.6	602,972

Data from the 2014 American Community Survey 1-Year Estimates (Table B17002) were gathered to determine the number of individuals that were living below the poverty level. Low income individuals, who are defined as those who earn 150 percent of the local poverty level or less, account for 301,655 people, or about 29 percent of the MRCOG service area population. The low income population of the MRCOG service area should be afforded every reasonable opportunity for meaningful access to MRCOG’s services. As with minority populations, additional measures may be instituted to reach out to this segment of the population. Some of those measures may include contacting public and non-profit agencies and distributing vital service information through those venues where such individuals may frequent. These agencies may be able to provide additional insight into the transportation needs of their clients and may have recommendations for ways in which the MRCOG may overcome barriers to accessible service for this population group.

The MRCOG strives to provide meaningful access to low income, minority and Limited English Proficiency (LEP) persons. The LEP Plan presented as a part of this Title VI submission includes provisions for written and oral interpretation services provided in addition to the MRCOG’s community outreach effort, more detailed data is provided in Appendix C .

## 2.0 BOARD MINORITY REPRESENTATION

The table presented below depicts the racial breakdown of the membership of the MRCOG Board of Directors and the Executive Board of Directors.

<b>Body</b>	<b>Caucasian</b>	<b>Hispanic</b>	<b>American Indian</b>	<b>Asian American</b>	<b>African American</b>	<b>Other</b>
Population		48%	4.7%	1.8%	2.1%	0.3
Board of Directors	61.53%	34.61%	0.0%	0.0%	0.0%	0.0%
Executive Board	50%	50%	0.0%	0.0%	0.0%	0.0%

## 2.1 MONITORING SUBRECIPIENTS

The MRCOG is a direct and designated recipient of FTA fund. MRCOG does not extend Federal financial assistance to any other recipient and does not have subrecipients requiring a monitoring effort.

## 2.2 BOARD OF DIRECTORS APPROVAL OF TITLE VI PROGRAM

The Title VI program was approved by the Mid-Region Council of Governments Executive Board on April 14, 2016. The resolution approving the program is provided in Appendix E of this document.



*Appendix A*

*Complaint Forms*

**Sample Title VI Complaint Form (posted in MRCOG Website and available from the MRCOG Title VI Coordinator)**

**Contact Information**

---

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Discrimination Complaint**

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Nature of Discrimination Complaint: \_\_\_\_\_

Date of Alleged Incident: \_\_\_\_\_

You were discriminated because of:  \_\_\_\_\_  Color  National Origin  Other  
Race

**Explain as briefly and clearly as possible what happened, where it happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case:**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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Mid Region Council of Governments  
809 Copper NW, Albuquerque, NM 87102  
Phone: 505-247-1750 | Fax: 505-247-1753 | www.mrcog-nm.gov

**Exhibit B**  
**Sample of Letter Acknowledging Receipt of**  
**Complaint**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Any City, NM 88888

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Mid Region Council of Governments alleging

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An investigation will begin immediately. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by writing to the Mid Region Council of Governments, 809 Copper NW, Albuquerque, NM 87102.

Sincerely,

Sandra Gaiser, Title VI Coordinator  
Mid Region Council of Governments  
809 Copper NW  
Albuquerque, NM 87102

**Exhibit C**  
**Sample of Written Response - Complaint Not Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Anywhere, NM 88888

Dear Ms. Doe,

The matter referenced in your complaint of \_\_\_\_\_ (date) against the Mid Region Council of Governments (MRCOG) alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal assistance.

The MRCOG has analyzed the materials and facts pertaining to your case for evidence of the district's failure to comply with any part of the civil rights law. There was no evidence that any part of the law had been violated. I, therefore, advise you that your complaint has not been substantiated and that I am closing this matter in our files.

You have the right to 1) appeal to the MRCOG within seven (7) business days of receipt of this final written decision, and 2) file a complaint externally within 180 days from the date of the alleged discrimination with the Federal Transit Administration (FTA) of the U.S. Department of Transportation at:

Federal Transit Administration, Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, Fifth Floor – TRC  
1200 New Jersey Ave., SE  
Washington, D.C. 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, please do not hesitate to contact me.

Sincerely,

Sandra Gaiser, Title VI Coordinator  
Mid Region Council of Governments  
809 Copper NW  
Albuquerque, NM 87102

**Exhibit D**  
**Sample of Written Response - Complaint Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Anywhere, NM 88888

Dear Ms. Doe,

The matter referenced in your complaint of \_\_\_\_\_ (date) against the Mid Region Council of Governments (MRCOG) alleging \_\_\_\_\_ has been investigated.

Apparent violation (s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter, was/were identified. Efforts are underway to correct any and all deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. You may be hearing from our office, or from federal authorities, if your services should be needed during the administrative hearing process if required.

Sincerely,

Sandra Gaiser, Title VI Coordinator  
Mid Region Council of Governments  
809 Copper NW  
Albuquerque, NM 87102

## **Exhibit E**

### **Sample of Public Notification (*posted in MRCOG reception area, meeting rooms and public areas, including the MRCOG website*)**

The Mid Region Council of Governments (MRCOG) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color, national origin or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disability Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service. To obtain more information on the MRCOG's nondiscrimination obligations or Title VI complaint procedure, please contact:

Sandra Gaiser, Title VI Coordinator  
Mid Region Council of Governments  
809 Copper NW, Albuquerque, NM 87102  
505-247-1750

*For more information, visit our website at [www.mrcog-nm.gov](http://www.mrcog-nm.gov)*

## **Exhibit F**

### **Sample of Employee Title VI Notification (*posted on MRCOG's employee bulletin boards and public areas, also referenced in the MRCOG Personal Policies*)**

The Mid Region Council of Governments (MRCOG) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color, national origin or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disability Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service. If you feel you are being discriminated against at the workplace, you may contact your supervisor or the Human Resources Manager for more information about the Title VI Program and the complaint process.

All employees are expected to consider, respect, and observe this policy in their daily work and duties. If a customer approaches you with a question or complaint about disparate treatment, direct him or her to Title VI Coordinator, who can provide a copy of the Title VI Program and a Title VI Discrimination Complaint form.

*For more information, visit our website at [www.mrcog-nm.gov](http://www.mrcog-nm.gov)*



*Appendix B*

**MPO Public Participation Plan**



**P-13-01**

# **PUBLIC PARTICIPATION PROCEDURES**

for the

**MID-REGION METROPOLITAN  
PLANNING ORGANIZATION**

**June 21, 2013**

Mid-Region Council of Governments  
809 Copper Av NW, Albuquerque, NM 87102

## I. DOCUMENT OVERVIEW

This document establishes the procedures for public participation for developing the Metropolitan Transportation Plan (MTP) and Transportation Improvement Program (TIP) for the Albuquerque Metropolitan Planning Area (AMPA). It provides an overview of the procedures, and then describes how each aspect of the procedures will be accomplished. Many federal requirements are outlined in Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) and codified in Title 23 Part 134 of the Code of Federal Regulations (23 CFR 134). These Public Participation Procedures (PPP) replace the PPP of January 3, 2010.

## II. OVERVIEW OF THE METROPOLITAN PLANNING PROCESS

[23 CFR 450]

Federal law requires every urbanized area with a population over 50,000 to have a designated Metropolitan Planning Organization (MPO) to qualify for receipt of federal highway and transit funds. In urbanized areas with a population over 200,000 a Transportation Management Area (TMA) shall be designated. The Albuquerque Metropolitan Planning Area (AMPA) is the designated TMA. (See map in Appendix C.) The Mid-Region Council of Governments (MRCOG) is an association of local governments in the vicinity of Albuquerque and central New Mexico. The Mid-Region Metropolitan Planning Organization (MRMPO) is administratively housed within the Mid-Region Council of Governments (MRCOG) and is an intergovernmental forum that provides for the discussion of local and regional transportation issues and for the development of transportation policies and programs. As the metropolitan planning organization (MPO) MRMPO is responsible for surface transportation planning in the AMPA. This includes developing the twenty-year Metropolitan Transportation Plan (MTP) and the short-term Transportation Improvement Program (TIP). To that end, MRMPO staff work with members of local government staff, tribal governments, the New Mexico Department of Transportation (NMDOT), all local transit providers as well as other local agencies and stakeholders. MRMPO is committed to carrying out a continuous, cooperative and comprehensive transportation planning process (3C process). The development process is accomplished under the direction of the Metropolitan Transportation Board (MTB) of the Albuquerque Metropolitan Planning Area which serves as the governing body of MRMPO.

## III. ROLES AND RESPONSIBILITIES

1. **Metropolitan Transportation Board:** The MTB sets policy direction, fosters and participates in public involvement initiatives, and considers the outcomes of public participation when making key decisions.
2. **Transportation Coordinating Committee:** The TCC acts as a technical advisory body to the MTB for project and policy decisions in the AMPA; it makes recommendations to the MTB on behalf of the agencies implementing projects and participating in MRMPO's 3C process.
3. **Public Involvement Committee:** The PIC acts as an advisory body to the MTB for public involvement concerns in the AMPA; it makes recommendations to

the MTB on behalf of the general public regarding transportation plans, processes, and programs for the MPA.

4. **MRMPO staff** encourages public participation by:
  - Providing easily accessible information
  - Identifying parties likely to be affected by or interested in an MTB decision
  - Informing affected or interested parties about ways that they may participate
  - Identifying opportunities to increase public participation
  - Implementing public participation strategies
  - Responding to public comment
  - Informing the MTB of public sentiment.
5. **Implementing Agencies:** Bear full responsibility for fulfilling public participation and environmental justice requirements as outlined in the National Environmental Policy Act (NEPA).

## **ADVISORY BODIES**

The MTB's advisory bodies provide key opportunities for stakeholder and public participation. They allow members, representing a cross-section of key stakeholder groups in the region, to shape regional transportation plans and policies. The MTB appoints members of the general public, local elected officials professionals with technical knowledge or experience, or representatives of statute-identified groups, according to the responsibilities of particular advisory bodies. Advisory bodies may conduct studies, recommend action to the MTB's standing committees, and/or provide expert advice.

**1. Transportation Coordinating Committee:** Advises the MTB on technical matters involving the regional highway, public transit and airport systems; helps the MTB, NMDOT, counties and cities carry out transportation planning and programming for the region as designated in state and federal laws; participates in developing the Metropolitan Transportation Plan (MTP), the Transportation Improvement Program (TIP) and its amendments before they are approved by the MTB. Its members include staff members from municipal agencies, transit agencies, NMDOT, school districts, flood control and water conservancy districts, and Indian pueblos (see TCC Roster, Appendix E).

**2. Public Involvement Committee:** The PIC acts as an advisory body to the MTB for public involvement concerns in the AMPA; it makes recommendations to the MTB on behalf of the general public regarding transportation plans, processes, and programs for the MPA. The members of the PIC represent various municipal jurisdictions (typically city council or county commission districts), interest groups, Sandia National Laboratories, and representatives of various advocacy groups (see PIC Roster, Appendix F).

From time to time, the TCC and PIC form *ad hoc* subcommittees to work on specific planning and programming projects, e.g. programming the TIP and establishing regional bicycle and pedestrian projects for the MTP. These subcommittees may bring in experts from outside the planning process to assist them as needed on specific topics.

## IV. MAJOR PRODUCTS

The MPO requires public participation in the formation of the following products. Elements of public participation for each product are described in turn in this document.

- The Metropolitan Transportation Plan (MTP)
- The Transportation Improvement Program
- Public Participation Procedures
- Title VI Plan
- Special studies.

### Metropolitan Transportation Plan

The Metropolitan Transportation Plan is the primary planning document for the AMPA. Because the MTP includes all regionally significant projects in it, public participation in the creation of the document is the most comprehensive and sustained effort undertaken by MRMPO staff.

Development of the MTP is divided into three general stages: (1) analysis of existing conditions, identification of needs, and statement of goals; (2) evaluation of alternatives to meet the needs identified and achieve the goals stated; and (3) final selection of projects to be included in the MTP. Each stage of MTP development contains its own element of public participation. Inevitably there is some overlap between the stages, and comment into the planning process is never rejected as being out of turn. However, at each stage, input is solicited to maximize public impact on the planning process.

At all stages, extensive use of charts, graphs, maps, and forecasts are shared with the public at public meetings and on the MRCOG website.

#### *Stage 1: Existing Conditions, Goals, and Needs*

Early public participation in development of the MTP is centered on measuring satisfaction with the transportation system, identifying present and future transportation needs, and establishing the Plan's goals. Kickoff meetings bring together policymakers, staff, and the public to establish a regional vision for what the MTP should accomplish. Base year data is often shared at these meetings so that the public can weigh in on what it sees as the region's most critical transportation needs. Thirty-seven people signed in at the kickoff meeting for the 2035 MTP

During development of the 2035 MTP, an online survey was conducted to evaluate the level of satisfaction with all modes of the transportation system. The survey was offered online and via hard copy, and in English and Spanish. The survey was promoted to member agencies to publicize on their websites, local media covered the survey in print and on the radio, and various demographic areas (large employers, students, advocacy

groups) were specifically targeted. Over 3,600 individuals responded to the survey, and what MRMPO learned from the survey was incorporated into the MTP. Survey responses were shared with Metropolitan Transportation Board so that the policy decisions they made could best respond to public sentiment. Results of this survey were also reported in the 2035 MTP and in separate standalone documents available on the MRMPO website. Online surveys are a low-cost way to gather public sentiment, but they are subject to selection bias since the sample population is not selected at *random*. However, online surveys can be used successfully, so long as policy makers are aware that the survey is but one tool to assess public opinion.

MRMPO's specific performance objectives for Stage 1 of MTP participation are to

- Increase attendance at kickoff meetings
- Have more than one kickoff meeting to discuss goals and present conditions
- Increase use of social media and other new methods of public outreach
- Increase survey response for both English and Spanish language versions
- Increase promotion of surveys into hard-to-reach EJ populations
- Increase the geographic and demographic diversity of the responding group
- Increase the incorporation of survey results into the adopted MTP
- Analyze the survey responses in such a way and in a timely manner so that respondents' perceptions and identification of needs can be shared with the MTB and incorporated into the MTP.

### *Stage 2: Evaluation of Alternatives*

The second stage of MTP development requires the most intensive use of staff resources to analyze the costs and benefits of various means to address the needs identified in the earlier stage. Public participation is essential at this stage to address the tradeoffs concerned between the different approaches to solving regional transportation needs.

Public participation in this stage of 2035 MTP development included a "mini-survey" which asked the group assembled to allocate a percentage of fixed resources to addressing an identified transportation need: increasing mobility across Albuquerque's limited bridge crossings. Individual responses to the survey were kept confidential, but an average of the group was calculated compared to the responses of previous groups.

Twelve different groups participated in the mini-survey, ranging from neighborhood associations, transportation engineers, public advocacy groups, etc. A total of 274 responses were collected. In each iteration of the mini-survey, the responding group was able to see the different allocations of all the other groups to take the survey. This approach allowed the group present to see that its voice (or its voices) was being heard and that there were other voices providing input to the planning process.

Responses to the mini-survey were shared with subsequent groups taking the survey (after they had participated), policymakers, and ultimately were included in the MTP as

one of the justifications for a major policy initiative (setting aside fixed percentages of surface transportation money to meet transit mode targets on bridge crossings).

MRMPO's performance objectives for Stage 2 of MTP participation process are to

- Increase the number of groups to whom various alternatives are presented
- Increase the total number of responses to alternatives
- Analyze the responses in such a way that informs the selection of alternatives
- Share results with the MTB
- Incorporate results into the MTP.

### *Stage 3: Final Draft Approval and Project Selection*

The final stage of MTP development is the only one where a draft version of the document as a whole is available for review. At this stage, public participation is focused on revising and improving draft document. Copies of the draft are made available to neighborhood groups and at public meetings where the MTP is being discussed. Comments on the MTP are more specific to what is included and omitted in the draft MTP, and careful consideration is given to those comments that are made at this point.

During the public comment period, a final series of public meetings are held, usually one each in Sandoval County, Bernalillo County, and Valencia County. Drafts are made available to attendees at the meetings. Also during the final public comment period, the draft MTP is sent out to libraries and the clerks of jurisdictions and tribal governments in the AMPA. Press releases are sent out to promote the meetings and the existence of the Review Draft MTP.

MRMPO's performance objectives for Stage 3 of the MTP participation process are to:

- Increase the number of places where the MTP is available to the public
- Increase the number of responses to the Review Draft during public comment period
- Increase attendance at the public meetings during the public comment period.

### *Amending the MTP*

Amending the MTP can take the form of additions to the list of federally eligible or regionally significant projects or removals from that list. Other amendments may include the addition of appendices and technical documentation.

MRMPO makes every attempt to anticipate all regionally significant or potentially federally funded projects in the MTP, but in the event that a project must be added to the MTP, MRMPO staff will initiate participation to accommodate the revision. At a minimum, the MRMPO will designate a minimum 30 day public comment period and send out press releases to the local media on the proposed change(s) to the MTP. In addition, at least one public meeting will be held (in conjunction with either the PIC or

the MTB) where the public may provide comment to the staff and/or the board and committee members present. Areas most directly affected by the proposed change to the MTP will be specifically targeted through the media, public meetings, and direct mail.

Deletions from the MTP for outer-year projects (*i.e.* those not programmed in the TIP) can be made at the next revision of the MTP, since the MTP will be revised before the TIP programming period ends. Projects programmed in the TIP can be moved into the outer years of the MTP through a TIP amendment, and once in the outer years they may be dropped from the MTP at its next revision.

## **Transportation Improvement Program**

MRMPO makes every attempt to involve the public in TIP development. TIP projects necessarily come out of the MTP, and so reflect the priorities the public establishes in that document. This section will describe public participation in TIP's adopted at the same time as the MTP, TIP's adopted in intervening years, and TIP Amendments. For a complete reference on the TIP development process, please refer to MRMPO's *TIP Policies & Procedures*. The Public Participation Process established in this document is not a substitute for participation and analysis required of member agencies when implementing projects contained in the TIP.

### *TIP's Adopted Simultaneously with the MTP*

MRMPO revises the Metropolitan Transportation Plan every four years, as required in 23CFR450. Projects in the TIP are consistent with the MTP and its goals, and comments received on the MTP are used to inform the TIP as well. This process typically occurs late in the MTP development cycle. By having the TIP formal comment period and the MTP formal comment period occur simultaneously, the public may respond either to the programming question or short-term necessity of a given project, or its inclusion in the MTP in the first place. By scheduling TIP participation alongside MTP participation, both the MPO's resources and the public's attention is maximized. The policy board and staff may consider the comment in the context of the MTP or TIP, or both.

### *TIP's Adopted Separately from the MTP*

In years when there is not an MTP adoption (and, hence no MTP public participation), MRMPO staff engages the public in a standalone participation effort. Elements of TIP public participation for TIP's adopted in non-MTP years include, at a minimum: press releases to local media in the entire Albuquerque Metropolitan Planning Area; a public comment period of no less than 30 days; at least one public meeting at a location easily accessible to public transportation; and outreach to various advocacy and neighborhood groups in the Metropolitan Planning Area.

### *TIP Amendments*

TIP amendments occur most often on a quarterly basis. Occasionally the TIP will need to be modified sooner than the next quarterly session, in which case an out-of-cycle amendment may be made.

In all cases of a TIP Amendment, the Amendment is discussed at posted and advertised meetings of the Transportation Coordinating Committee and the MTB (both of which are open to the public, and whose meetings are advertised in the local newspaper of record). In addition, a public comment period of no less than 15 days is held. All proposed and adopted modifications to the TIP, including administrative modifications, are posted on the MRMPO website.

### **Public Participation Procedures**

Per 23CFR450, modifications to this document must also go through a public participation process. Comments on previous updates to the Public Participation Procedures have been very scant; typically the groups who are advised of revisions to this document support the principles and specific strategies included in it. However, a lack of comment should not be taken to indicate support or opposition to the documentation of participation procedures in the AMPA.

At a minimum, public participation in updates to the Public Participation Procedures include

- A minimum 45 day formal comment period
- Press releases are issued by the MRMPO
- A public meeting of the Public Involvement Committee
- Public adoption of the Public Participation Procedures by the MTB at a public meeting

Extensive use of charts and graphs is made to assist the public with visualizing the scope and scale of public participation.

### **Title VI Plan**

The MRCOG Title VI Plan documents MRCOG's policy to insure that no person "shall, on the ground of race, color, national origin, or sex be excluded from participation in, be denied the benefit of, or otherwise be subjected to discrimination under any program or activity receiving federal financial assistance."

The major elements of the MRCOG Title VI Plan are

- Data collection
- Annual Title VI Report
- Annual Review of the Title VI Plan

- Dissemination of information related to the Title VI Program
- Resolution of complaints

These topics are addressed in depth and detail in the MRCOG Title VI Plan. Communications and Public Involvement is one of the designated Program Areas in the MRCOG Title VI Program. The purpose of this program area is to insure that MRCOG seeks input from historically disadvantaged groups and responds to them.

Transportation Planning and Programming is a separate program area in the MRCOG Title VI Plan. The purpose of this program area is to insure that the benefits and burdens of the transportation system are distributed equitably, and that no groups are denied access to transportation improvements.

Public participation in development of the MRCOG Title VI Plan shall, at a minimum, include opportunities to comment upon a Draft document at both PIC and MTB meetings. The MTB will approve Title VI Plans after a minimum 30 day public comment period. The Title VI Plan will also be posted on the MRCOG website and comments on it shall be included in the Annual Review of the Title VI Plan.

## **LOCAL GOVERNMENT PARTICIPATION**

In addition to involving local governments in regional transportation planning processes through its advisory bodies, MRMPO actively seeks participation by local governments informally and early in its decision-making process. MRMPO policymakers and staff obtain input from local governments through a variety of venues, several of which are integral to MRMPO's statutory obligations under 23CFR450.

***Participation Methods:*** MTB and MRMPO staff may participate in professional networks or meet with their peers and other agency contacts to discuss regional policy and program issues, as well as day-to-day services and community issues, concerns, and needs.

1. ***Discussion, Educational and Outreach Meetings:*** The MTB and MRMPO staff may customize forums, workshops, focus groups, and other participation processes to encourage participation by representatives of local governments.
2. ***Local Government Meetings:*** The MTB and MRMPO staff may attend municipal meetings to inform local officials about MRMPO activities, listen to local concerns, or solicit participation in public activities.
3. ***Review process:*** MRMPO staff use a formal review process to comment on updates and amendments to local comprehensive plans, Environmental Assessment Worksheets, Environmental Impact Statements, and Surface Transportation Referrals. It consults with local governments about how their development plans relate to the MTP and TIP, and Roadway Access Policies.
4. ***Staff assistance:*** To assist local governments with facilities and service planning related to regional issues and MTB activities, MRMPO provides designated staff experts and periodic technical assistance opportunities to local governments.

MRMPO staff act as first contacts for assigned communities and meet regularly with local officials and staff members. Staff assistance develops relationships with local governments throughout the region, enhancing the MTB's ability to identify and address local issues in regional decisions.

## **TOOLS AND RESOURCES**

### **Formal Public Meetings**

MRMPO receives comment from stakeholders and the general public in multiple formats, including testimony, postal mail, email, voice mail, fax, and on forms provided for written or website comments. Guidelines for the content of accessible notices soliciting formal public comment are included under "Public Notices."

- **Business and Committee Meetings** – The PIC, TCC, and MTB meetings are always open to the public and encourage stakeholders to provide public comments and observe the way it conducts its business. Business and committee meetings are listed on the MRCOG website, advertised in the newspaper. They typically are held at the MRCOG building located at 809 Copper Avenue NW, Albuquerque, New Mexico, 87102. The building is ADA compliant and is accessible via several major transit routes.
- **Public Meetings** – provide formal public input on issues and business of regional interest. In accordance with state law, MRMPO publishes notices advertising public meetings in the local newspaper and on its website. MRMPO may also issue news releases and highlight events on its website to promote participation at public meetings.

### **Surveys**

Online and in-person surveys were used to inform the 2035 Metropolitan Transportation Plan. Surveys are one technique by which entire populations, rather than vocal minorities, can present their viewpoint. Surveys also give policymakers the information they need to make policy decisions that affect the entire planning area.

Online surveys are a low-cost approach to gather opinions from a broad cross-section of the population, though care must be taken to insure that the population responding to survey matches the population being surveyed.

At public meetings, mini-surveys are used to gather the sentiment of the assembled group. Survey results can be compared to other groups that have taken the survey and the universe of respondents more generally. Results may also be aggregated for all respondents.

## Education and Outreach Meetings

MRMPO implements a variety of face-to-face and interactive opportunities to ensure meaningful public participation and promote full understanding of MPO initiatives. Education and outreach meetings provide information and may solicit input.

- *Forums* – Including online forums, elicit stakeholders’ and communities’ ideas and perspectives on regional issues, projects and initiatives. Usually held in series, forums are often used to encourage continuous feedback/input. While formal minutes are optional, MRMPO staff record public comment.
- *Workshops* – Include meetings or series of meetings designed to share knowledge or information, educating the audience on a topic of regional interest or importance. MRMPO’s workshops provide technical assistance to local communities, help it increase public awareness or promote public involvement. MRMPO records public responses or additional questions/concerns for later use by staff or the MTB.
- *Special Events* – MRMPO may develop special events to announce, highlight or initiate its outreach about an issue, project, initiative, or news event. MRMPO generally publicizes its special events through the media, its website, and direct mail.
- *Open Houses* – MRMPO may provide meetings/tours/receptions specific to locations that interest the public, in order to highlight an initiative, project or facility.
- *Conferences* – Provide opportunity for MRMPO to enhance its regional reputation for leadership and innovation by providing professional education, participating in policy discussions and forums, or networking with stakeholders who are interested in similar issues or technically skilled in areas of MRMPO business.
- *Focus Groups* – Solicit in-depth information about issues, activities or public perceptions from small groups of stakeholders. Often held in series, focus groups allow MRMPO to obtain detailed information and responses by asking questions that may build upon knowledge discovered during the course of the meetings or prior public interaction.
- *Key Person Interviews* – MTB members or MRMPO staff may meet individually with designated opinion leaders, such as Chamber of Commerce officials or members, mayors, advisory body members, non-profit agency representatives, religious leaders, business owners or individual constituents potentially impacted by an MTB decision.
- *Civic and Community Meetings* – MRMPO provides updates to city councils and other elected bodies, and speakers on topics of interest to groups hosting meetings in the region. MRMPO representatives establish relationships with host organizations and may attend the organization’s meetings and events.
- *Social Media* – MRMPO staff uses social media to engage the public in its planning products.

## **V. PUBLIC PARTICIPATION PROCEDURES, STRATEGIES, AND DESIRED OUTCOMES**

Public participation activities obtain information, identify public sentiment, and inform the public how to influence and guide the planning process. The public assists the MTB build support and trust. Although the goal is always better decisions, the level of public influence on a decision and the tools used to inform and involve the public varies depending on the groups targeted and the decision at hand.

Public participation is designed to provide stakeholders with meaningful access to key decisions. The stakeholder groups shall at a minimum include those described in 23CFR450.316(a) (MTB Roster attached to this document as Appendix G). These stakeholder groups are organized to varying degrees and thus different approaches are required to involve them. In the past, MRMPO has worked extensively with neighborhood group coalitions in pursuit of geographic diversity; brought advocacy groups “to the table” to assist directly in planning activities for bike and pedestrian facilities; met with representatives of freight carriers and shippers; and has formed ad hoc committees composed of agency staff, representatives of advocacy groups, and MRMPO staff. In addition, MRMPO have solicited comment from chambers of commerce, service groups, and university students.

The objective of MRMPO’s public participation activities is to solicit as much comment from the broadest cross-section of the public as it can and to provide visibility to MRMPO as the coordinating body for the 3C process. Past efforts have generated a great number of comments, many coming from more or less organized interest groups. Although these comments are helpful to MRMPO staff and the MTB, individual responses and concerns are especially valued.

At a minimum, public participation for metropolitan transportation plans shall include:

- Public meetings in Sandoval, Bernalillo, and Valencia counties, at locations accessible to transit and the handicapped
- Outreach to neighborhood coalitions in Bernalillo County and neighborhood associations in Sandoval and Valencia counties
- Press releases to news media in advance of the formal public comment period preceding local adoption of the Plan.

### **PUBLIC NOTICE**

MRMPO informs the public about its meetings and opportunities for comment, as well as milestones and outcomes of the meetings. The MRMPO website hosts working drafts of the MTP and TIP as appropriate, and solicits comments from the public and stakeholders on the website via comment forms and email links. Public meeting notices are published a minimum of 72 hours in advance, with the agenda items or topics for discussion. Public meeting notices include statements that MRMPO will reasonably accommodate people with disabilities or limited English proficiency.

MRMPO provides notices in the newspaper, by mail, and by email of opportunities to provide comment on the MTP and TIP. The notices include, at a minimum, the following information:

- Name of the event
- Sponsoring organization
- Subject of Meeting
- Action to be taken and by whom
- Day, date, time and location of meeting
- Brief summary of the proposed action or plan
- Start and end dates for public comments
- Where and how to obtain copies of the plans or materials, and how to provide comments
- A designated contact for more information
- Offer to provide accommodations for people with limited English proficiency
- Offer to provide accommodations for people who are disabled

#### ACCESS TO INFORMATION

MRMPO distributes policy documents and data sets that provide stakeholders and the general public with pertinent information about the planning and decision process. Copies of its draft and adopted policy and plan documents are typically provided free of charge upon request. Updates and revisions to draft documents, and comments made about them, are posted on the MRCOG website.

#### VISUALIZATION TECHNIQUES

MRMPO provides a variety of information to help participants understand competing proposals, impacts, and possible outcomes related to complex regional transportation projects and plans. MRMPO staff will typically use one or more of the following techniques to help the public and shareholders understand issues:

- Aerial photographs, alone and with mapping overlays
- Photo simulations of proposed projects
- Photographs of existing projects comparable to those proposed
- “Before and After” photos, simulations, maps, diagrams, or drawings
- Scenario planning exercises
- Graphs, tables, and charts that show various types of information including socioeconomic and demographic data; safety; usage statistics; and financial information.

Materials are made available for review at public meetings and stakeholder sessions, and provided upon request.

## ELECTRONIC FORMATS

The MRMPO public participation team is composed of planners and professional designers who develop public participation materials. MRMPO periodically updates and distributes an extensive array of fact sheets, policy summaries, brochures, and topical print and electronic publications. At the time of PPP adoption, the following materials were available at the MRCOG offices and electronically on the MRMPO website:

- 2035 Metropolitan Transportation Plan (entire document and linked chapters, appendices, and maps)
- 2012-2017 Transportation Improvement Program with Amendments and Administrative Modifications
- TIP Policies and Procedures
- Annual Traffic Flow Maps
- Public Participation Procedures
- Socioeconomic Estimates and Forecasts
- Municipal Population Estimates
- Land Use Maps
- Census Data Summary Documents
- General Crash Data and Trends, 2000-2007
- Intelligent Transportation Systems Regional Architecture
- Current Functional Classification of Roadways

In addition, the MRMPO website is used as a venue for public comment. Dedicated email addresses for comments on the TIP and MTP are used regularly to solicit comment. Additionally, MRMPO staff may develop other printed and electronic documents about the planning process generally and more specifically about how the public may get involved.

## MEETING ACCESSIBILITY

MRMPO provides a variety of opportunities for face-to-face and interactive public meetings at ADA-accessible venues. Typically, public participation activities range from public meetings of the MTB to informal events such as open houses. In most cases, a short presentation outlines the process and decision-making points and what steps are to follow after the meeting. All comments are recorded and transcribed as part of the final MTP or TIP.

To the greatest reasonable extent, MRMPO holds its public meetings at times and places convenient to its stakeholders. To encourage maximum participation, MRMPO typically considers:

- Locations easily accessed by transit riders
- Holding meetings in different areas of the region
- Holding meetings at non-traditional locations such as schools and community centers

- Partnering with community or service organizations or transit providers to promote or host participation events
- Holding meetings outside of traditional business hours
- Holding meetings on different days of the week and/or at different times of the day
- Avoiding potential conflicts with participation opportunities hosted by other units of government in the region.

## EXPLICIT CONSIDERATION OF AND RESPONSE TO COMMENTS

All comments are responded to in the manner in which they were received, i.e. comments received by mail are provided a mailed response, emailed comments an email response, and so forth. In addition, printouts or photocopies of all comments and staff response to them is included as part of the final MTP or TIP.

## CONSIDERING TRADITIONALLY UNDERSERVED POPULATIONS

MRMPO actively attempts to recruit representatives of groups traditionally underserved in regional transportation policymaking and provide enhanced participation opportunities to encourage people who belong to underrepresented groups to share their unique perspectives, comments, and suggestions. MRMPO staff typically:

- Participate in community events and organizations to build relationships , e.g. UNM’s “Transportation Day”
- Prepare culturally-sensitive outreach materials and meeting plans, such as:
  - Use of appropriate language (e.g. “people with disabilities” instead of “the disabled”)
  - Use of graphics that appeal to target groups
  - Incorporation into art and photos of people of diverse cultures, ages, abilities, and economic status
  - Demonstration of respect for cultural sensitivities and prohibitions.

MRMPO’s analysis of traditionally-underserved populations, and policies to insure that no one is denied equal access to is contained in the MRCOG Title VI Plan.

## OPPORTUNITY TO COMMENT ON SUBSTANTIAL REVISIONS

Should the MTP or TIP be substantially revised from the form in which it was last presented to the public, MRMPO staff will insure that the public will have adequate time to comment on the revisions. Individual project revisions do not normally constitute substantial revisions, however revisions that apply broadly to the Plan (such as those regarding air quality) would.

## COORDINATION WITH STATEWIDE TRANSPORTATION PLANNING

MRMPO works extensively with the New Mexico Department of Transportation's General Office and District 3 to insure that its planning efforts are consistent with the Statewide Transportation Plan and that the public and stakeholders are given reasonable opportunity to review and comment upon major studies undertaken by NMDOT within the AMPA.

## PERIODIC REVIEW OF EFFECTIVENESS OF PARTICIPATION EFFORTS

This document is consistent with both federal regulation and the actual practices of MRMPO. Substantial revisions to this document require a public review and comment period of no less than 45 days. The effectiveness of public participation efforts may be evaluated by

- The number and variety of public meetings
- Attendance at public meetings
- The total number of comments and responses to the document
- The total number of unique comments and responses to the document
- The breadth of interests expressed in the comments
- The geographical distribution of individuals responding to the document.

## Appendix A:

### **Public Participation Plan for the 2040 Metropolitan Transportation Plan, 2016-2021 Transportation Improvement Program, and 2018-2023 Transportation Improvement Program**

#### *Public Participation Plan for the 2040 Metropolitan Transportation Plan and 2016-2021 Transportation Improvement Program*

MRMPO seeks the highest level of public participation for the MTP, since only projects included in the MTP are eligible for funding in the TIP. In the AMPA, MTP adoption years coincide with TIP adoption years. As information is known about the TIP during MTP development it will be shared with the public so that the public may comment upon both programming and planning processes and decisions.

MRMPO staff schedule informal educational and outreach meetings (described above) throughout MTP development. Owing to the relative infrequency of meetings of various community groups such as neighborhood coalitions, MRMPO staff present the latest information available at the time of those meetings. There are several important milestones during MTP development at which MRMPO staff brings together large groups to review and comment upon the MTP:

- July 2013: Agency Kickoff Meeting
- September 2013: Public Kickoff for the 2040 MTP
- April 2014: Solicit feedback of MTP Projects List
- October 2014: Public Meeting on the Preliminary Draft of 2040 MTP
- March-April 2015: Public Meeting on the Public Review Draft of 2040 MTP

Local approval of the 2040 MTP will take place only after the formal public comment period which will be at least 30 days long. The formal public comment period for previous MTP's has been 45-60 days.

The public interact with elected officials at these meetings, as well as with agency and MRMPO staff.

#### *Public Participation for the 2014-2019 Transportation Improvement Program*

For TIP's developed in years where an MTP is not underway, MRMPO will typically host at least one well-publicized public meeting in order to assess public sentiment toward the selection of projects for the TIP. Stakeholder participation is extensive during TIP development, and TCC, PIC, and MTB meetings where the TIP is discussed are open to the public. MRMPO staff makes itself available to present information and receive comment on the TIP at any point in its development.

## Appendix B: Abbreviations Used in this Document

23 CFR 450: Title 23 Part 450 of the Code of Federal Regulations

ADA: Americans with Disabilities Act

AMPA: Albuquerque Metropolitan Planning Area

MAP-21: Moving Ahead for Progress in the 21<sup>st</sup> Century

MPA: Metropolitan Planning Area

MPO: Metropolitan Planning Organization

MRCOG: Mid-Region Council of Governments

MRMPO: Mid-Region Metropolitan Planning Organization

MTB: Metropolitan Transportation Board

MTP: Metropolitan Transportation Plan

NEPA: National Environmental Policy Act

PIC: Public Involvement Committee

PPP: Public Participation Plan

SAFETEA-LU: Safe, Accountable, Flexible, Efficient Transportation Equity Act, a Legacy for Users

TCC: Transportation Coordinating Committee

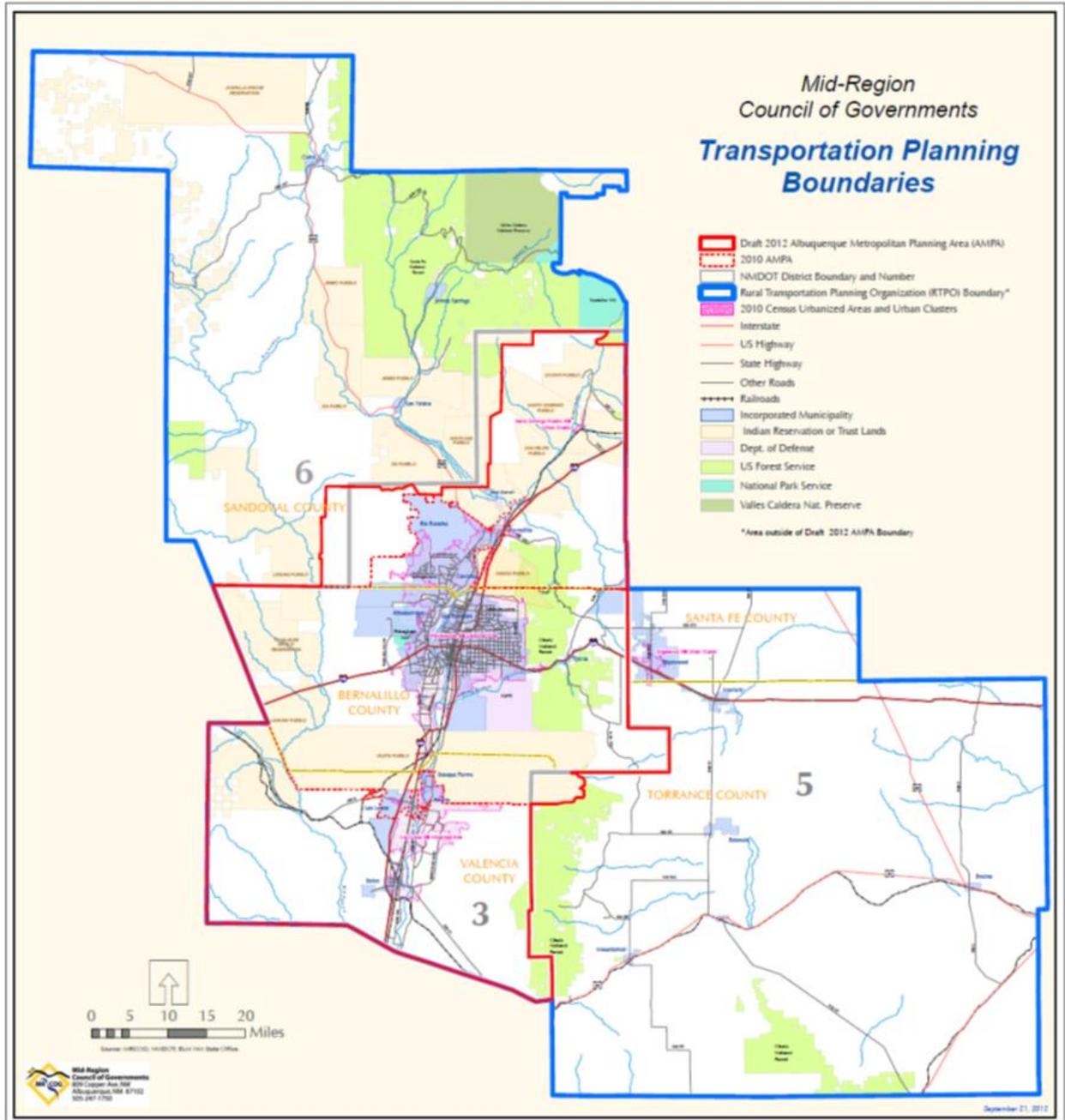
TIP: Transportation Improvement Program

TMA: Transportation Management Area

VHT: Vehicle Hours Traveled

VMT: Vehicle Miles Traveled

Appendix C: Map of Transportation Planning Boundaries



Appendix D: Code of Federal Regulations, Title 23, Section 450.316 “Interested Parties, Participation, and Consultation”

**§ 450.316 Interested parties, participation, and consultation.**

(a) The MPO shall develop and use a documented participation plan that defines a process for providing citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process.

(1) The participation plan shall be developed by the MPO in consultation with all interested parties and shall, at a minimum, describe explicit procedures, strategies, and desired outcomes for:

(i) Providing adequate public notice of public participation activities and time for public review and comment at key decision points, including but not limited to a reasonable opportunity to comment on the proposed metropolitan transportation plan and the TIP;

(ii) Providing timely notice and reasonable access to information about transportation issues and processes;

(iii) Employing visualization techniques to describe metropolitan transportation plans and TIPs;

(iv) Making public information (technical information and meeting notices) available in electronically accessible formats and means, such as the World Wide Web;

(v) Holding any public meetings at convenient and accessible locations and times;

(vi) Demonstrating explicit consideration and response to public input received during the development of the metropolitan transportation plan and the TIP;

(vii) Seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services;

(viii) Providing an additional opportunity for public comment, if the final metropolitan transportation plan or TIP differs significantly from the version that was made available for public comment by the MPO and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts;

(ix) Coordinating with the statewide transportation planning public involvement and consultation processes under subpart B of this part; and

(x) Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.

(2) When significant written and oral comments are received on the draft metropolitan transportation plan and TIP (including the financial plans) as a result of the participation process in this section or the interagency consultation process required under the EPA transportation conformity regulations (40 CFR part 93), a summary, analysis, and report on the disposition of comments shall be made as part of the final metropolitan transportation plan and TIP.

(3) A minimum public comment period of 45 calendar days shall be provided before the initial or revised participation plan is adopted by the MPO. Copies of the approved participation plan shall be provided to the FHWA and the FTA for informational purposes and shall be posted on the World Wide Web, to the maximum extent practicable.

(b) In developing metropolitan transportation plans and TIPs, the MPO should consult with agencies and officials responsible for other planning activities within the MPA that are affected by transportation (including State and local planned growth, economic development, environmental protection, airport operations, or freight movements) or coordinate its planning process (to the maximum extent practicable) with such planning activities. In addition, metropolitan transportation plans and TIPs shall be developed with due consideration of other related planning activities within the metropolitan area, and the process shall provide for the design and delivery of transportation services within the area that are provided by:

(1) Recipients of assistance under title 49 U.S.C. Chapter 53;

(2) Governmental agencies and non-profit organizations (including representatives of the agencies and organizations) that receive Federal assistance from a source other than the U.S. Department of Transportation to provide non-emergency transportation services; and

(3) Recipients of assistance under 23 U.S.C. 204.

(c) When the MPA includes Indian Tribal lands, the MPO shall appropriately involve the Indian Tribal government(s) in the development of the metropolitan transportation plan and the TIP.

(d) When the MPA includes Federal public lands, the MPO shall appropriately involve the Federal land management agencies in the development of the metropolitan transportation plan and the TIP.

(1) (e) MPOs shall, to the extent practicable, develop a documented process(es) that outlines roles, responsibilities, and key decision points for consulting with other governments and agencies, as defined in paragraphs (b), (c),

and (d) of this section, which may be included in the agreement(s) developed under §450.

## Appendix E: Technical Coordinating Committee Membership Roster



Mid-Region Council of Governments  
**METROPOLITAN TRANSPORTATION BOARD'S  
 TRANSPORTATION COORDINATING COMMITTEE  
 MEMBERSHIP ROSTER (revised 3/21/12)**

ORGANIZATION	MEMBER	ALTERNATE
City of Albuquerque, Council Services	Tom Menicucci	Kara Shair Rosenfield
Bernalillo County	Steve Miller	Mary Murnane
New Mexico Department of Transportation	Ken Murphy Tony Abbo	Nancy Perea Antonio Jaramillo
City of Albuquerque, Planning	Russell Brito	Maggie Gould
City of Albuquerque Environmental Health Department	Margaret Nieto	Neal Butt
City of Albuquerque Municipal Development	Debra Bauman, <i>Chair</i>	Ted Korbin, Chuck Thompson, Jim Hamel
City of Albuquerque Traffic Engineering	John Kolessar	Ted Korbin, Chuck Thompson, Jim Hamel
City of Albuquerque DMD	Melissa Lozoya	Ted Korbin, Chuck Thompson, Jim Hamel
City of Albuquerque Planning Department	Richard Dourte	Tony Loyd
City of Albuquerque-ABQ Ride/Transit	Andrew de Garmo	Tony Flores
Albuquerque Public Schools Property Management	Martin W. Eckert	Roger Garcia
Albuquerque Metropolitan Arroyo Flood Control Authority	Jerry Lovato	Lynn Mazur
Town of Bernalillo-Planning & Zoning	Maria Rinaldi	Jack Torres
Bernalillo County-Public Works Department	Richard Meadows	Richard Mobarak
Bernalillo County-Parks & Recreation	Grant Brodehl	Clay Campbell
Village of Corrales-Administration	Cynthia Tidwell	John A. Avila
Village of Los Lunas	Christina Ainsworth	Diana Crowson
Village of Los Ranchos de Albuquerque Building and Planning	Mary Homan	Kelly S. Ward
Middle Rio Grande Conservancy District Environmental Planning	Leonard Utter	Ray Gomez
City of Rio Rancho, Development Services	John Castillo	Vacant
City of Rio Rancho	George Bootes, <i>Vice-Chair</i>	John Korkosz
Rio Rancho Public Schools	Maurice Ross	Vacant
Isleta Pueblo	Shawna Ballay	Simon Shima
Laguna Pueblo	Gaylord Siow	Sharon Hausam
Sandia Pueblo	Lucille Baca	Karie Smith
Sandoval County	Phil Rios	Fred Marquez Makita Hill
Southern Sandoval County Arroyo Flood Control Authority	Vacant	Trevor Alsop Don Rudy
Village of Tijeras	Vacant	Vacant
NON-VOTING ADVISORY MEMBERS		
ORGANIZATION	MEMBER	ALTERNATE
City of Albuquerque, Aviation Department	Jack Scherer	Jim Hinde
Albuquerque/Bernalillo County Air Quality Control Board	Jack "Sully" Sullivan	Stephen S. Baca
Bernalillo County Transportation Development District	Vacant	Vacant
Federal Highway Administration	Rodolfo Monge Oviedo	Marcus Wilner
Greater Albuquerque Bicycling Advisory Comm	Vacant	Vacant
Kirtland Air Force Base	Vacant	Vacant
Transit Advisory Board	Vacant	Vacant
Santa Ana Pueblo	Nathan Tsosie	

Appendix F: Public Involvement Committee Membership Roster



Mid-Region Council of Governments  
**METROPOLITAN TRANSPORTATION BOARD'S  
 PUBLIC INVOLVEMENT COMMITTEE  
 MEMBERSHIP ROSTER (Revised 9/8/10)**

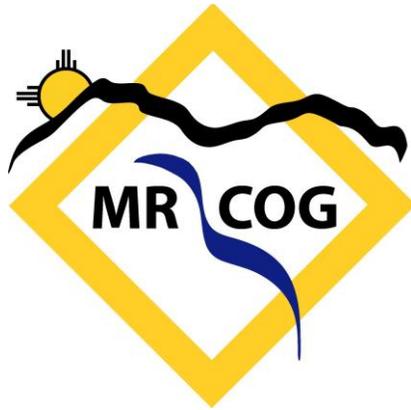
ORGANIZATION	MEMBER	ALTERNATE
City of Albuquerque – District 2	Susan Johnson	Vacant
City of Albuquerque – District 4	William Tallman	Vacant
City of Albuquerque – District 1	Kris McNeil	Vacant
City of Albuquerque – District 3	Johnn Osborn	Florencio Baca
City of Albuquerque – District 5	Antonio Sandoval	Vacant
City of Albuquerque – District 6	J.W. Madison	Vacant
City of Albuquerque -- District 7	Vacant	Vacant
City of Albuquerque – District 8	Aaron Ranstrom	Vacant
City of Albuquerque – District 9	Rob Mangold	Vacant
Town of Bernalillo	Vacant	Vacant
Bernalillo County – District 1	Colin Hart	Vacant
Bernalillo County – District 2	Rip Anderson	Orlando Olivas
Bernalillo County -- District 3	Vacant	Vacant
Bernalillo County – District 4	Anita Miller	Robert Prendergast
Bernalillo County – District 5	Bob Morrell	Vacant
Village of Corrales	Richard Foote	Vacant
League of Women Voters	Helen Wright	Vacant
Village of Los Ranchos de Albuquerque	Frank Mangano	Vacant
NM/National Association of Industrial and Office Parks	Vacant	Kerry Davis
City of Rio Rancho	Eric Wrage	Eric Maddy
City of Rio Rancho	Todd Hathorne, <i>Vice Chair</i>	Eric Maddy
Sandia National Laboratories	Ted Wolff, <i>Chair</i>	Ed Tooley
Sandoval County	Kim Hedrick	Phillip Sapien
Village of Los Lunas	Bob Anderson	Vacant
AARP	Alan Feldman	Vacant
Rails, Inc.	John Perry	
NON-VOTING ADVISORY MEMBERS		
ORGANIZATION	MEMBER	ALTERNATE
Intel		
Kirtland Air Force Base		
NMDOT	Frank Esparza	
Sierra Club		
Greater Albuq Bicycling Adv Committee		
Greater Albuq Rec Trails Committee		
NMPIRG		

## Appendix G: Metropolitan Transportation Board Membership Roster



Mid-Region Council of Governments  
**METROPOLITAN TRANSPORTATION BOARD**  
**MEMBERSHIP ROSTER (Revised 3/11/13)**

ORGANIZATION	MEMBER	ALTERNATE
Village of Los Ranchos de Albuquerque	Larry Abraham	Don Lopez, Kelly Ward
City of Albuquerque	Rey Garduño, Councilor Michael Cook, Councilor Roxanna Meyers, Councilor Ken Sanchez, Councilor Don Harris, Councilor Isaac Benton, Councilor, <i>Chair</i>  Richard Berry, Mayor Robert Perry	Other Councilors, Tom Menicucci, Laura Mason, Michael Horanburg, Andrew Garcia and policy analysts  Michael Riordan, Gregory Smith, Matt Conrad
Albuquerque Metropolitan Arroyo Flood Control Authority	Ron Brown, Board Member	Other board members
Albuquerque Public Schools	Kathy Korte	Martin Eckert
Town of Bernalillo	Jack S. Torres	Maria Rinaldi, Ida Fierro
Bernalillo County	Debbie O'Malley, Commissioner Maggie Hart Stebbins, Commissioner, <i>Vice-Chair</i> Art De La Cruz, Commissioner	Other Commissioners Steve Miller, Mary Murnane, Tom Zdunek, Jarvis Middleton, Richard Mobarak
Village of Corrales	Ennio Garcia-Miera	John Alsobrook
Village of Los Lunas	Richard Lovato	Christina Ainsworth
Middle Rio Grande Conservancy District	Karen Dunning	Subhas Shah
New Mexico Department of Transportation	Tamara Haas Kathryn Bender	Tony Abbo Max Valerio
City of Belen	Rudy Jaramillo	David Carter
City of Rio Rancho	Tamara Gutierrez, Councilor Lonnie Clayton, Councilor	John Castillo Scott Sensenbaugher
Rio Rancho Public Schools	Vacant	Don Schlichte
Rio Metro Regional Transit District	Terry Doyle	Tony Sylvester Connie Meadowcroft
Laguna Pueblo	Marvin Trujillo, Councilman	Charles Poncho, 1 <sup>st</sup> Lt. Gov. Robert Analla III, Councilman
Sandia Pueblo	Malcolm Montoya	Scott Paisano, Karie Smith
Sandoval County	Don Chapman, Commissioner	Makita Hill
Southern Sandoval County Arroyo Flood Control Authority	Charles Thomas	Andrés Sanchez
Village of Tijeras	Vacant	Vacant
Isleta Pueblo	Vacant	Frank Lujan, Paul Torres, Antonio Chewiwi
<b>NON-VOTING ADVISORY MEMBERS</b>		
MEMBER	ORGANIZATION	ALTERNATE
City of Albuquerque Aviation	Jim Hinde	
Albuquerque/Bernalillo County Air Quality Control Board	Jack Sullivan	Stephen Baca
Federal Highway Administration	Rodolfo Monje-Oviedo J. Don Martinez	
Federal Transit Administration	Robert Patrick	Pearlie Tiggs
Kirtland Air Force Base	Vacant	Vacant
New Mexico State Transportation Commission	Vacant	Vacant
Santa Ana Pueblo	Vacant	Vacant



*Appendix C*

**LEP Demographic Data**

**Estimates of the Number of People Who Speak English Less than "Very Well" (LEP Individuals) – American Community Survey 2010-2014, Table B16001**

Note: Census tracts are in sorted in order of the highest percentage of LEP individuals. Tracts with a percentage of LEP individuals higher than the overall service area average (>8.4%) are highlighted.

**Language Spoken at Home by People who Speak English Less than "Very Well"**

<u>County</u>	<u>Census Tract</u>	<u>Total Population (5 Years and Older)</u>	<u>Spanish</u>	<u>Other Native North American Language</u>	<u>Vietnamese</u>	<u>Chinese</u>	<u>Navajo</u>	<u>Total Limited English Proficiency Individuals</u>	<u>Percent Limited English Proficiency Individuals</u>
Santa Fe	12.03	2,513	833	0	0	0	0	846	33.7%
Santa Fe	12.05	5,002	1,651	0	24	0	0	1,675	33.5%
Santa Fe	13.02	2,619	750	0	0	0	0	773	29.5%
Bernalillo	47.36	1,515	444	0	0	0	0	444	29.3%
Valencia	9703.01	6,464	1,772	0	0	0	3	1,775	27.5%
Bernalillo	43	4,967	1,298	0	0	0	0	1,306	26.3%
Bernalillo	6.04	4,098	1,005	0	17	12	15	1,066	26.0%
Bernalillo	47.34	6,795	1,696	0	0	0	10	1,725	25.4%
Bernalillo	9.01	6,388	1,584	0	14	11	0	1,617	25.3%
Santa Fe	12.02	5,841	1,443	0	0	0	0	1,476	25.3%
Bernalillo	6.03	4,889	1,170	0	0	0	14	1,230	25.2%
Bernalillo	13	4,178	1,015	0	0	0	12	1,027	24.6%
Santa Fe	12.04	4,731	1,047	0	0	23	10	1,099	23.2%
Bernalillo	7.07	5,777	1,216	0	22	0	0	1,331	23.0%
Bernalillo	47.15	4,923	1,107	0	0	0	0	1,134	23.0%
Santa Fe	10.02	3,137	710	0	0	0	0	710	22.6%
Bernalillo	45.02	3,615	747	0	0	16	0	787	21.8%
Bernalillo	47.38	5,256	1,103	0	0	0	0	1,139	21.7%
Valencia	9701.01	5,130	1,083	0	0	0	0	1,083	21.1%
Bernalillo	40.01	4,466	898	4	0	0	0	911	20.4%
Bernalillo	44.02	4,110	821	1	0	0	0	822	20.0%
Sandoval	9407	4,005	55	746	0	0	0	801	20.0%
Bernalillo	47.35	1,866	360	5	0	0	0	365	19.6%
Bernalillo	47.13	6,181	1,177	0	0	0	0	1,201	19.4%
Santa Fe	13.03	6,502	1,186	0	0	0	0	1,260	19.4%
Bernalillo	47.33	6,932	1,292	0	0	0	0	1,292	18.6%
Bernalillo	45.01	3,465	628	0	0	0	0	628	18.1%
Sandoval	9406	1,751	0	316	0	0	0	316	18.0%
Bernalillo	46.04	5,431	955	0	0	0	0	971	17.9%
Sandoval	9409	2,185	3	0	0	0	387	390	17.8%
Bernalillo	15	2,402	424	0	0	0	0	424	17.7%
Bernalillo	24.02	6,544	1,081	26	0	0	24	1,144	17.5%
Bernalillo	12	6,732	1,022	0	16	21	0	1,174	17.4%
Bernalillo	44.01	2,939	504	0	0	0	0	504	17.1%
Bernalillo	20	2,052	232	0	0	0	10	350	17.1%
Santa Fe	103.08	2,153	346	0	0	0	0	346	16.1%
Sandoval	9402	3,227	9	498	0	0	0	507	15.7%
Bernalillo	37.33	3,057	461	0	0	0	8	478	15.6%
Bernalillo	46.03	3,668	548	0	0	0	23	571	15.6%
Bernalillo	47.39	6,291	804	0	0	0	14	948	15.1%
Santa Fe	11.07	4,174	628	0	0	0	0	628	15.0%
Bernalillo	34	4,392	645	8	0	0	0	659	15.0%

**Language Spoken at Home by People who Speak English Less than "Very Well"**

<u>County</u>	<u>Census Tract</u>	<u>Total</u>	<u>Spanish</u>	<u>Other</u>	<u>Vietnamese</u>	<u>Chinese</u>	<u>Navajo</u>	<u>Total</u>	<u>Percent</u>
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	<u>Tract</u>	<u>Population</u> <u>(5 Years</u> <u>and Older)</u>	<u>Native</u> <u>North</u> <u>American</u> <u>Language</u>	<u>Other</u> <u>Native</u> <u>North</u> <u>Language</u>	<u>Vietnamese</u>	<u>Chinese</u>	<u>Navajo</u>	<u>Limited</u> <u>English</u> <u>Proficiency</u> <u>Individuals</u>	<u>Limited</u> <u>English</u> <u>Proficiency</u> <u>Individuals</u>	
	Sandoval	112	2,594	62	247	0	0	19	378	14.6%
	Santa Fe	9409	2,928	413	0	0	0	0	418	14.3%
	Bernalillo	47.12	6,472	906	0	0	0	0	906	14.0%
	Bernalillo	9.04	4,036	379	25	102	0	20	560	13.9%
	Bernalillo	47.4	6,470	883	0	0	0	0	883	13.6%
	Bernalillo	7.14	4,671	312	0	175	0	6	619	13.3%
	Santa Fe	101.02	4,188	551	0	0	0	0	551	13.2%
	Santa Fe	13.04	756	97	0	0	0	2	99	13.1%
	Santa Fe	11.06	2,472	322	0	0	0	0	322	13.0%
	Bernalillo	29	3,644	464	2	0	0	0	466	12.8%
	Bernalillo	46.02	4,117	515	0	0	0	0	515	12.5%
	Valencia	9711	1,411	176	0	0	0	0	176	12.5%
	Bernalillo	9.03	5,236	511	0	135	0	0	646	12.3%
	Sandoval	9405	4,037	486	0	0	0	0	489	12.1%
	Bernalillo	23	7,600	894	0	0	0	0	894	11.8%
	Valencia	9709.01	4,357	495	0	0	0	0	507	11.6%
	Bernalillo	24.01	4,803	546	0	0	6	0	552	11.5%
	Bernalillo	7.13	6,003	545	0	0	0	0	658	11.0%
	Bernalillo	14	2,449	268	0	0	0	0	268	10.9%
	Santa Fe	103.14	1,987	156	0	0	0	0	215	10.8%
	Santa Fe	9800	989	107	0	0	0	0	107	10.8%
	Bernalillo	37.22	6,227	396	0	51	163	0	670	10.8%
	Bernalillo	35.01	5,462	538	0	0	0	0	586	10.7%
	Sandoval	105.03	2,935	309	0	0	0	0	309	10.5%
	Santa Fe	106.01	5,337	519	7	0	20	2	554	10.4%
	Bernalillo	30.01	4,315	387	0	0	0	0	441	10.2%
	Santa Fe	10.01	2,241	217	0	0	0	0	224	10.0%
	Bernalillo	2.05	2,707	244	0	8	0	0	270	10.0%
	Bernalillo	7.12	3,856	256	25	9	10	0	383	9.9%
	Bernalillo	9406	8,839	742	5	0	0	118	873	9.9%
	Santa Fe	109	2,310	225	0	0	0	0	225	9.7%
	Bernalillo	37.28	4,121	201	0	0	0	0	400	9.7%
	Bernalillo	25	2,342	225	0	0	0	0	225	9.6%
	Bernalillo	1.21	5,578	275	0	12	105	0	532	9.5%
	Bernalillo	36	6,058	558	0	0	0	0	568	9.4%
	Bernalillo	1.23	4,371	354	0	36	0	0	393	9.0%
	Bernalillo	11.02	2,812	251	0	0	0	0	251	8.9%
	Santa Fe	103.04	3,244	261	0	0	0	0	261	8.0%
	Bernalillo	32.02	5,977	463	1	0	0	14	478	8.0%
	Bernalillo	6.01	3,533	58	0	168	47	0	280	7.9%
	Valencia	9703.03	6,122	438	18	0	0	0	484	7.9%
	Bernalillo	47.43	3,127	81	0	107	7	35	247	7.9%
	Bernalillo	37.26	2,302	84	0	0	31	0	181	7.9%
	Bernalillo	37.07	3,958	219	0	28	33	29	309	7.8%
	Bernalillo	1.15	2,938	182	0	0	0	0	229	7.8%
	Santa Fe	11.03	1,805	97	0	0	0	0	140	7.8%
	Santa Fe	9	3,156	244	0	0	0	0	244	7.7%
	Santa Fe	9404	1,145	80	4	0	0	2	86	7.5%
	Bernalillo	38.06	3,309	28	0	220	0	0	248	7.5%
	Bernalillo	47.41	6,724	479	0	0	0	0	498	7.4%
	Bernalillo	37.25	4,081	182	0	22	0	0	301	7.4%
	Santa Fe	9406	3,518	237	8	0	3	2	255	7.2%

**Language Spoken at Home by People who Speak English Less than "Very Well"**

<u>County</u>	<u>Census</u> <u>Tract</u>	<u>Total</u> <u>Population</u> <u>(5 Years</u> <u>and Older)</u>	<u>Spanish</u>	<u>Other</u> <u>Native</u> <u>North</u> <u>Language</u>	<u>Vietnamese</u>	<u>Chinese</u>	<u>Navajo</u>	<u>Total</u> <u>Limited</u> <u>English</u> <u>Proficiency</u> <u>Individuals</u>	<u>Percent</u> <u>Limited</u> <u>English</u> <u>Proficiency</u> <u>Individuals</u>
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		<u>and Older)</u>		<u>American</u>				<u>Proficiency</u>	<u>Proficiency</u>
				<u>Language</u>				<u>Individuals</u>	<u>Individuals</u>
Bernalillo	2.07	2,902	169	11	22	0	0	210	7.2%
Valencia	9704.05	2,646	154	0	0	0	1	189	7.1%
Valencia	9707	5,527	387	0	0	0	1	392	7.1%
Bernalillo	1.29	4,375	91	0	214	0	0	305	7.0%
Bernalillo	1.08	2,732	57	0	0	0	0	190	7.0%
Bernalillo	30.02	3,844	266	0	0	0	0	266	6.9%
Valencia	9704.01	4,515	311	0	0	0	0	311	6.9%
Bernalillo	4.01	4,251	58	0	84	0	0	291	6.8%
Santa Fe	106.03	2,271	152	0	0	0	0	152	6.7%
Bernalillo	37.36	1,946	91	11	0	0	0	129	6.6%
Valencia	9708	4,330	262	0	0	0	0	283	6.5%
Bernalillo	47.42	6,745	390	21	0	0	25	438	6.5%
Sandoval	110	1,781	84	7	0	0	0	115	6.5%
Santa Fe	9403	1,813	82	35	0	0	0	117	6.5%
Valencia	9701.02	6,484	408	0	0	0	0	408	6.3%
Valencia	9709.02	2,163	128	0	0	8	0	136	6.3%
Santa Fe	3	1,230	50	0	13	0	0	77	6.3%
Sandoval	109	1,834	98	0	0	0	15	113	6.2%
Santa Fe	4	360	22	0	0	0	0	22	6.1%
Bernalillo	1.25	3,969	67	0	131	0	0	242	6.1%
Bernalillo	47.44	5,078	278	0	0	16	0	303	6.0%
Bernalillo	37.14	7,579	374	0	0	0	23	450	5.9%
Valencia	9403	878	0	40	0	4	0	52	5.9%
Santa Fe	102.03	1,151	68	0	0	0	0	68	5.9%
Bernalillo	47.37	4,887	288	0	0	0	0	288	5.9%
Bernalillo	1.11	2,801	69	3	40	8	0	164	5.9%
Bernalillo	32.01	2,738	159	0	0	0	0	159	5.8%
Bernalillo	37.18	2,418	27	0	8	35	0	140	5.8%
Bernalillo	2.08	2,498	100	0	27	0	0	143	5.7%
Bernalillo	19	1,210	41	0	0	0	0	68	5.6%
Bernalillo	9407	2,575	34	50	48	11	0	143	5.6%
Sandoval	107.12	5,194	231	0	9	0	0	284	5.5%
Bernalillo	1.14	3,107	93	0	10	0	5	168	5.4%
Bernalillo	47.52	3,626	147	0	0	0	0	195	5.4%
Bernalillo	47.29	3,627	145	1	16	0	23	195	5.4%
Bernalillo	47.5	5,744	288	0	0	0	18	306	5.3%
Santa Fe	11.05	2,337	111	0	0	0	13	124	5.3%
Santa Fe	103.16	1,292	61	0	0	0	0	67	5.2%
Bernalillo	7.1	6,032	187	0	64	26	0	300	5.0%
Bernalillo	5.01	2,933	77	44	0	0	16	142	4.8%
Sandoval	107.2	7,521	169	0	8	25	0	361	4.8%
Sandoval	107.03	8,181	202	24	92	0	0	389	4.8%
Bernalillo	18	2,085	53	0	0	7	11	99	4.7%
Bernalillo	47.17	8,188	212	0	0	23	0	381	4.7%
Bernalillo	37.35	6,017	124	0	90	38	0	272	4.5%
Bernalillo	47.23	6,429	272	0	0	0	0	289	4.5%
Bernalillo	47.49	4,278	180	0	0	0	0	191	4.5%
Santa Fe	8	2,868	128	0	0	0	0	128	4.5%
Bernalillo	27	3,351	128	0	0	0	0	148	4.4%
Santa Fe	104	3,371	74	0	0	9	0	148	4.4%
Bernalillo	1.27	2,785	71	0	11	20	0	121	4.3%
Santa Fe	102.04	2,121	47	0	0	0	0	91	4.3%

**Language Spoken at Home by People who Speak English Less than "Very Well"**

<u>County</u>	<u>Census</u>	<u>Total</u>	<u>Spanish</u>	<u>Other</u>	<u>Vietnamese</u>	<u>Chinese</u>	<u>Navajo</u>	<u>Total</u>	<u>Percent</u>
<u>Tract</u>	<u>(5 Years</u>	<u>Population</u>		<u>Native</u>				<u>Limited</u>	<u>Limited</u>
	<u>and Older)</u>			<u>North</u>				<u>English</u>	<u>English</u>
				<u>American</u>				<u>Proficiency</u>	<u>Proficiency</u>
				<u>Language</u>				<u>Individuals</u>	<u>Individuals</u>

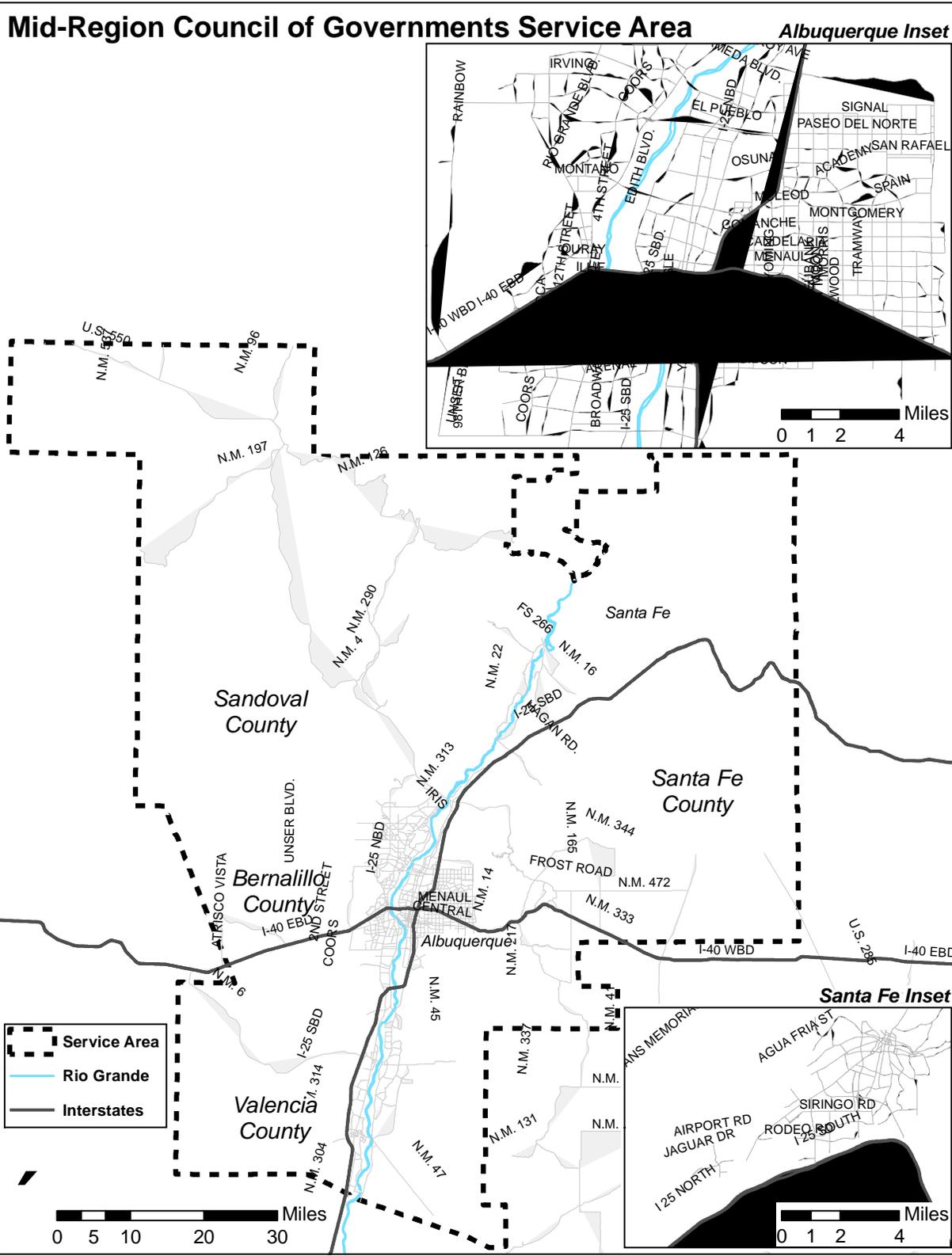
Bernalillo	16	2,435	16	0	5	62	13	104	4.3%
Bernalillo	47.26	2,297	86	0	0	0	0	98	4.3%
Santa Fe	103.09	2,100	54	0	0	0	0	89	4.2%
Sandoval	107.15	3,426	90	0	0	0	0	144	4.2%
Bernalillo	1.1	3,834	135	0	0	5	0	161	4.2%
Bernalillo	47.45	6,482	250	0	14	0	4	272	4.2%
Santa Fe	6	2,241	75	0	0	15	0	90	4.0%
Sandoval	107.02	6,817	247	16	0	0	8	271	4.0%
Bernalillo	1.12	1,917	31	0	0	14	0	76	4.0%
Bernalillo	7.08	5,320	198	0	0	0	0	209	3.9%
Bernalillo	7.04	3,500	96	0	28	0	0	135	3.9%
Valencia	9713	2,152	77	0	0	0	6	83	3.9%
Bernalillo	47.24	2,907	98	0	0	0	0	112	3.9%
Santa Fe	9405	1,817	59	3	0	0	0	70	3.9%
Bernalillo	2.06	2,833	109	0	0	0	0	109	3.8%
Bernalillo	26	969	37	0	0	0	0	37	3.8%
Bernalillo	37.17	4,893	119	0	0	49	0	186	3.8%
Bernalillo	37.12	5,062	22	0	29	21	0	191	3.8%
Bernalillo	37.32	6,977	58	0	14	73	0	263	3.8%
Bernalillo	38.05	2,167	57	0	0	0	0	81	3.7%
Santa Fe	5	1,996	72	0	0	2	0	74	3.7%
Bernalillo	1.16	2,950	109	0	0	0	0	109	3.7%
Bernalillo	1.28	2,820	92	0	0	0	0	104	3.7%
Bernalillo	1.17	2,261	34	4	24	16	0	83	3.7%
Santa Fe	7	1,585	49	0	0	0	0	58	3.7%
Valencia	9710	4,951	149	0	0	0	0	177	3.6%
Sandoval	107.21	4,051	113	20	0	0	0	141	3.5%
Santa Fe	103.15	2,872	89	0	0	0	0	99	3.4%
Sandoval	106.01	4,271	78	0	0	0	1	147	3.4%
Bernalillo	35.02	5,179	160	0	0	0	0	178	3.4%
Santa Fe	11.02	3,135	69	0	0	1	0	107	3.4%
Bernalillo	47.22	4,470	119	20	0	0	0	151	3.4%
Bernalillo	22	3,131	98	0	0	0	7	105	3.4%
Sandoval	107.18	4,568	152	0	0	0	0	152	3.3%
Bernalillo	47.47	4,739	94	0	10	16	0	155	3.3%
Sandoval	107.23	9,430	284	0	0	0	0	300	3.2%
Bernalillo	1.19	1,858	49	6	0	0	0	59	3.2%
Bernalillo	47.27	1,766	42	0	0	0	0	56	3.2%
Bernalillo	1.18	2,434	32	0	0	0	0	77	3.2%
Sandoval	107.22	4,837	128	0	0	0	0	153	3.2%
Valencia	9704.04	5,013	139	0	0	0	0	158	3.2%
Sandoval	107.17	9,268	267	0	0	0	0	292	3.2%
Bernalillo	37.24	3,156	87	0	0	0	1	99	3.1%
Bernalillo	47.25	3,461	107	0	0	0	0	107	3.1%
Bernalillo	17	4,612	68	0	0	52	9	140	3.0%
Valencia	9702	3,701	105	0	0	0	0	112	3.0%
Sandoval	107.16	5,735	139	0	0	11	2	169	2.9%
Bernalillo	37.31	3,601	28	0	15	23	27	104	2.9%
Bernalillo	1.13	3,056	0	0	0	0	72	88	2.9%
Bernalillo	1.22	4,042	69	0	41	0	0	110	2.7%
Bernalillo	11.01	4,390	119	0	0	0	0	119	2.7%
Bernalillo	37.3	4,558	14	0	0	61	0	122	2.7%

**Language Spoken at Home by People who Speak English Less than "Very Well"**

<u>County</u>	<u>Census Tract</u>	<u>Total Population (5 Years and Older)</u>	<u>Spanish</u>	<u>Other Native North American Language</u>	<u>Vietnamese</u>	<u>Chinese</u>	<u>Navajo</u>	<u>Total Limited English Proficiency Individuals</u>	<u>Percent Limited English Proficiency Individuals</u>
Bernalillo	21	1,014	9	0	0	0	18	27	2.7%

Sandoval	107.13	4,595	122	0	0	0	0	122	2.7%
Bernalillo	37.37	2,628	25	0	0	25	0	68	2.6%
Bernalillo	4.02	3,177	49	0	0	32	0	81	2.5%
Santa Fe	2	3,870	79	0	0	11	0	98	2.5%
Bernalillo	37.19	5,933	122	0	0	0	0	143	2.4%
Bernalillo	7.11	4,404	60	0	23	0	0	105	2.4%
Sandoval	107.05	5,556	107	0	0	0	0	132	2.4%
Santa Fe	105	1,706	39	0	0	0	0	39	2.3%
Santa Fe	108	2,470	56	0	0	0	0	56	2.3%
Bernalillo	5.02	4,681	93	0	0	0	0	106	2.3%
Bernalillo	47.48	8,865	184	0	0	0	0	197	2.2%
Bernalillo	38.03	2,929	48	0	0	0	0	65	2.2%
Bernalillo	37.29	1,812	0	0	14	0	0	40	2.2%
Bernalillo	3	5,204	22	0	0	59	10	112	2.2%
Bernalillo	2.04	2,798	57	0	0	0	3	60	2.1%
Valencia	9703.02	2,679	55	0	0	0	0	55	2.1%
Bernalillo	47.46	7,296	125	0	0	0	0	146	2.0%
Valencia	9714	2,884	50	7	0	0	0	57	2.0%
Bernalillo	37.23	5,678	67	0	0	16	14	111	2.0%
Bernalillo	37.38	5,225	71	0	0	0	0	102	2.0%
Bernalillo	37.15	3,976	27	0	0	24	0	77	1.9%
Sandoval	111	6,711	50	42	0	0	3	127	1.9%
Bernalillo	1.26	2,624	38	0	0	0	0	48	1.8%
Bernalillo	31	2,683	17	0	0	0	0	49	1.8%
Bernalillo	47.53	3,665	29	0	0	0	0	66	1.8%
Bernalillo	2.03	1,785	15	0	11	0	0	31	1.7%
Santa Fe	13.01	1,592	26	0	0	0	0	26	1.6%
Bernalillo	8.01	3,509	6	0	0	24	0	57	1.6%
Bernalillo	38.07	3,938	44	0	0	0	0	59	1.5%
Bernalillo	47.2	3,517	39	0	0	12	0	51	1.5%
Santa Fe	103.1	1,121	16	0	0	0	0	16	1.4%
Santa Fe	106.02	2,760	38	0	0	0	0	38	1.4%
Bernalillo	47.28	4,542	27	0	0	0	0	61	1.3%
Santa Fe	103.12	4,450	45	0	0	0	0	59	1.3%
Bernalillo	1.2	2,499	33	0	0	0	0	33	1.3%
Santa Fe	103.11	3,986	45	0	0	0	0	50	1.3%
Bernalillo	37.21	5,934	19	0	0	0	0	74	1.2%
Bernalillo	1.07	2,442	25	0	0	0	0	25	1.0%
Sandoval	107.14	4,847	27	0	0	0	0	47	1.0%
Sandoval	107.19	3,586	34	0	0	0	0	34	0.9%
Bernalillo	47.51	2,335	5	0	0	0	0	21	0.9%
Bernalillo	1.24	3,244	29	0	0	0	0	29	0.9%
Bernalillo	1.09	2,484	2	0	0	11	0	21	0.8%
Sandoval	106.02	3,825	19	0	0	0	0	31	0.8%
Bernalillo	47.16	2,227	9	0	0	0	0	18	0.8%
Santa Fe	1.01	3,815	12	0	0	0	0	30	0.8%
Bernalillo	38.04	5,729	28	0	0	0	0	28	0.5%
Bernalillo	9405	2,915	6	0	0	0	0	14	0.5%
Santa Fe	107	5,635	0	0	0	0	0	17	0.3%
Sandoval	9403	0	0	0	0	0	0	0	0.0%

**Exhibit H**  
**Mid-Region Council of Governments Service Area**



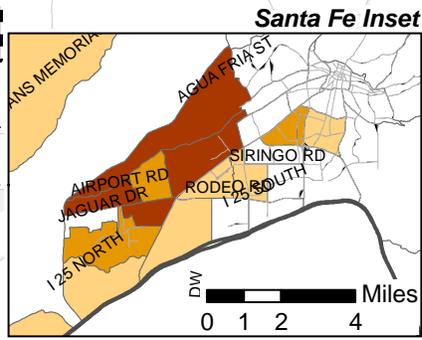
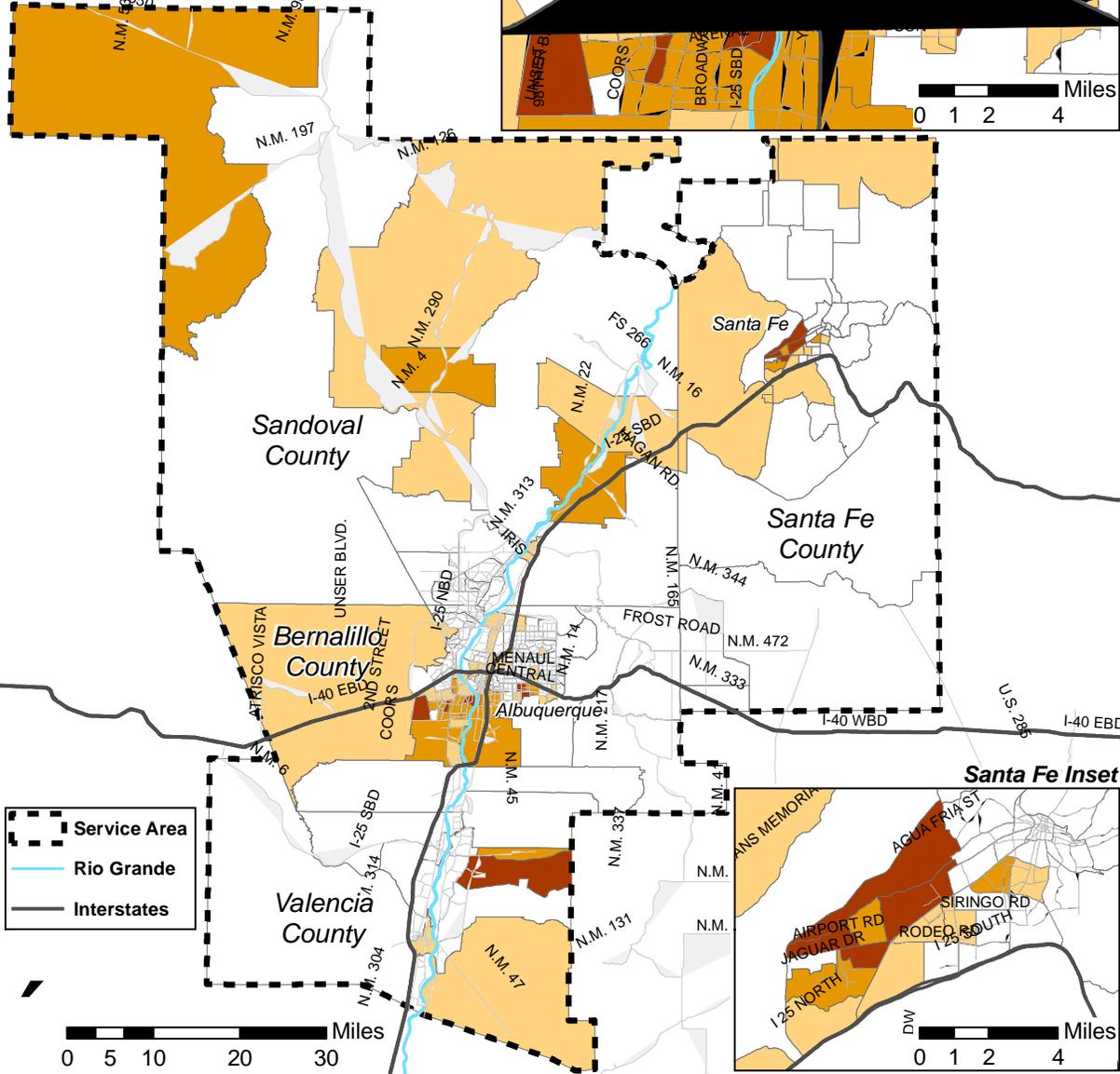
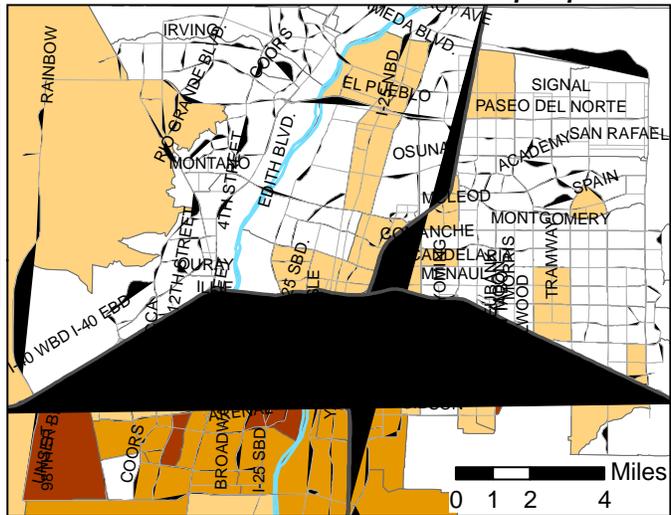
**Exhibit I**  
**Census Tracts with High Percentages of Limited English Proficiency (LEP) Individuals**

# Mid-Region Council of Governments Service Area

*Albuquerque Inset*

- Census Tracts
- Tracts where the percentage of LEP persons exceeds the service area average (>8.4 percent)
- Tracts where the percentage of LEP persons exceeds two times the service area average (>16.8 percent)
- Tracts where the percentage of LEP persons exceeds three times the service area average (>25.2 percent)

Note: Limited English Proficiency (LEP) persons are defined as those who speak English less than "Very Well" in the 2010-2014 American Community Survey, Table B16001.



- Service Area
- Rio Grande
- Interstates

0 5 10 20 30 Miles

0 1 2 4 Miles

Task 1, Step 2: Become familiar with data from the U.S. Census.

The American Community Survey collects the estimated number of people who speak languages other than English and who report to speak English less than “Very Well.” The numbers of LEP individuals by language spoken are listed in Table 1 for the MRCOG-Veterans Program service area (Bernalillo, Sandoval, Santa Fe, and Valencia Counties).

Table 1

American Community Survey 2010-2014 Estimates for Language Spoken at Home for Population 5 Years and Older (Table B16001)

Language Spoken	Number of People over 5 Years Old who Speak English Less than “Very Well”	Percentage of Service Area Total Population Five Years and Older from 2010-2014 ACS (964,474)
Spanish	68,654	7.1%
Other Native North American languages	2,311	0.2%
Vietnamese	2,281	0.2%
Chinese	1,373	0.1%
Navajo	1,128	0.1%
Arabic	626	0.1%
Tagalog	463	<0.05%
German	401	<0.05%
Korean	373	<0.05%
Japanese	343	<0.05%
French	335	<0.05%
Italian	282	<0.05%
Other Asian languages	234	<0.05%
Persian	230	<0.05%
Russian	207	<0.05%
Thai	199	<0.05%
Laotian	172	<0.05%
Other Indic languages	171	<0.05%
Urdu	158	<0.05%
African languages	156	<0.05%
Gujarati	152	<0.05%
Other Pacific Island languages	133	<0.05%
Hindi	125	<0.05%
Other Indo-European languages	122	<0.05%
Polish	108	<0.05%
Hungarian	92	<0.05%
Portuguese or Portuguese Creole	57	<0.05%

American Community Survey 2010-2014 Estimates for Language Spoken at Home  
for Population 5 Years and Older (Table B16001)

Language Spoken	Number of People over 5 Years Old who Speak English Less than "Very Well"	Percentage of Service Area Total Population Five Years and Older from 2010-2014 ACS (964,474)
Armenian	45	<0.05%
Greek	42	<0.05%
Serbo-Croatian	42	<0.05%
Other Unspecified Languages	29	<0.05%
Other Slavic languages	26	<0.05%
Yiddish	15	<0.05%
Mon-Khmer, Cambodian	13	<0.05%
Hebrew	7	<0.05%
Other West Germanic languages	5	<0.05%
Scandinavian languages	5	<0.05%
French Creole	-	<0.05%
Hmong	-	<0.05%
<b>Total Limited English Proficiency Individuals</b>	<b>81,115</b>	<b>8.4%</b>

The three largest groups of Limited English Proficiency individuals speak Spanish, Other Native North American languages, and Vietnamese. Data by Census tract is shown in Exhibit G.

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves.

MRCOG-Veterans Program service area includes all of Bernalillo County, Sandoval County, Santa Fe County, and Valencia County. A map showing the service area is in [Exhibit H](#).

Task 1, Step 2B: Obtain Census data on LEP population in your service area.

Table 1 contains Census data on English proficiency in the MRCOG Veterans Program service area. In the 2010-2014 American Community Survey, if a person reports speaking a language other than English, he/she is given four categories of English proficiency to choose from: speaking English "Very Well", "Well", "Not Well" and "Not At All." Following the *"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities To LEP Persons"*, a LEP person is one that reports on American Community Survey as speaking English "less than Very Well" (speaking English "Well", "Not Well" or "Not At All").

Task 1, Step 2C: Analyze the data you have collected.

In the MRCOG Veterans Program service area, approximately 8.4% of the population are LEP individuals. The majority of LEP individuals (68,654 out of 81,115 or 85%) speak Spanish. The

next most common language spoken by LEP individuals is “Other Native North American languages.”

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

The MRCOG Veterans Program service area has concentrations of LEP individuals primarily in the south valley, the southwestern mesa, and the southeastern heights (International District) portions of the Albuquerque metropolitan area. There are two census tracts in the eastern portion of Valencia County, and multiple census tracts in northwest portion of Santa Fe County with high concentrations of Spanish speaking LEP individuals. Exhibit I.

Task 1 Step 3: Consult state and local sources of data.

MRCOG conducted an on-board survey of approximately 5,000 passengers on the New Mexico RailRunner Express commuter train and fixed bus routes operated by ABQ RIDE and Rio Metro in 2012. Selected LEP passenger statistics are shown in Table 2.

Table 2

Language Group	Percentage LEP	Average Income
All Languages	N/A	\$28,500
Speak Only English	N/A	\$29,000
Spanish	0.7%	\$22,500
Other Native North American Languages	0.1%	\$23,000
Vietnamese	<0.05%	\$29,000
Chinese	<0.05%	N/A
Navajo	<0.05%	\$21,000

These data show that LEP Spanish speakers comprise the majority (70 percent) of LEP individuals, but only about 0.7 percent of all respondents. The average income of Spanish speakers is \$22,500, which is lower than the average for all languages, at \$28,500, and lower than the average for those that speak only English, at \$29,000. LEP individuals who speak other Native North American languages account for about 0.1 percent of all respondents. The average income for those that speak other Native North American languages is \$23,000, which is lower than the average for all languages. Although LEP Vietnamese speakers are the third most common LEP language group in the service area, few passengers responded to the survey, and no LEP individuals were identified. At \$29,000, the average salary for those who speak Vietnamese is comparable to the average for all languages, and comparable to the average for those who speak only English. Although LEP Chinese speakers are the fourth most common LEP language group in the service area, very few passengers responded to the survey, and only one LEP individual was identified. An average income for the Chinese language group could not be calculated due to the small sample size. Although LEP Navajo speakers are the fifth most common LEP language group in the service area, few passengers responded to the survey, and no LEP individuals were identified. The average income for Navajo speakers is \$21,000, which is lower than the average for all languages.

Task 1 Step 4: Reach out to community organizations that serve LEP persons.

MRCOG Veterans Program service providers work with several organizations that serve LEP persons. These are mostly community organizations, government organizations and religious organizations.

Task 1, Step 4A: Identify community organizations:

Specifically, the organizations in MRCOG service provider outreach and marketing efforts included utilization of the Mobile Unit & Word of Mouth Outreach at the following locations:

- Veterans Integration Centers - Job skills training and provision for Homeless Veterans
- American Legion-Conferences and special events as keynote for retired veteran leaders in their individual communities.
- College Campus-UNM, CNM, University of Phoenix and Santa Fe Community College as booths to reach college students.
- Native American Conferences-Healthcare, jobs and general benefits events focused on Native American Veterans.
- Department of Senior Affairs – Annual event for senior aged veterans.
- Disabled American Veterans- State conference for service connected veterans.
- VA Major Medical Center-Main lobby presence for issuing the rail pass.

Mobile Unit Outreach has now surpassed the customer service center office in passes issued per day, per week and per month; averaging 150 passes per week.



*Appendix D*

**MRCOG Executive Board  
Resolution**

1 RESOLUTION

2 of the

3 BOARD OF DIRECTORS

4 of the

5 MID-REGION COUNCIL OF GOVERNMENTS OF NEW MEXICO

6 (R-16-01 MRCOG)

7 **APPROVING THE TITLE VI PROGRAM**

8 WHEREAS, the Federal Transit Administration (FTA) of the United States  
9 Department of Transportation (USDOT) requires the submission of a Title VI Program  
10 once every three years; and

11 WHEREAS, the attached Title VI Program has been prepared to meet that  
12 requirement in order to ensure the continuation of the receipt of FTA funding.

13  
14 NOW THEREFORE BE IT RESOLVED BY THE MRCOG BOARD OF  
15 DIRECTORS THAT:

16  
17 Section 1. The MRCOG Board of Directors hereby approves the attached Title VI  
18 Program and all subsequent modifications required by the Federal Transit  
19 Administration.

20 Section 2. The MRCOG Board of Directors hereby authorizes the implementation of the  
21 proposed Title VI Program.

24 PASSED, APPROVED, AND ADOPTED this 14th day of April 2016 by the Mid-Region  
25 Council of Governments Board of Directors of New Mexico.

26



27  
28 M. Steven Anaya, Chair  
29 MRCOG Board of Directors  
30

31

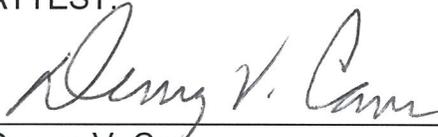
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33 ATTEST:

34

35

36



37

Dewey V. Cave

38

Executive Director, Mid-Region Council of Governments