

City of Los Angeles
Department of Transportation
Office of Transit Services

**Limited English Proficiency Plan
Updated October 2018**

Previous Versions

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Limited English Proficiency Plan July 25, 2012

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**City of Los Angeles Department of Transportation
Office of Transit Services**

LIMITED ENGLISH PROFICIENCY PLAN

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INTRODUCTION

Los Angeles is one of the largest minority majority cities in the United States. Over 70% of the population of the city identifies themselves as minorities¹. Los Angeles County has the highest level of LEP individuals throughout the State of California². Therefore, the City of Los Angeles Department of Transportation Transit Services (LADOT Transit) primarily serve minority populations with many that have limited English language skills.

This fact was recognized by LADOT Transit early in the development of its transit services program. As its transit service programs expanded within the city, it did so with the aid of onboard research that both defined rider demographics as well as identified the characteristics of its services that were most important to riders. In the process, LADOT Transit became keenly aware of its responsibility to communicate to those with limited English proficiency or LEP.

LADOT Transit provides three types of transit services:

- Express bus services focused on employment centers;
- Downtown Los Angeles and neighborhood focused circulator bus services; and
- Voluntary paratransit services for seniors and those who are mobility challenged.

These services evolved in response to community need and demand resulting in services that are very ‘niche’ to neighborhoods as well as work-related travel. In that regard, LADOT Transit services have always been provided without discrimination in the level and quality of those services. LADOT Transit services supplement as well as provide feeder services to those of the Los Angeles County Metropolitan Transportation Authority, which provides ‘trunk line’ bus routes, bus rapid transit and rail service throughout the Greater Los Angeles Region.

FEDERAL REQUIREMENTS

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of the City of Los Angeles Department of Transportation Office of Transit Services as a recipient of federal financial assistance.

This plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et se, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies that receive federal funds including LADOT Transit, which receives federal assistance through the U.S. Department of Transportation’s (U.S. DOT) Federal Transit Administration (FTA).

¹[US Census Bureau, QuickFacts, Los Angeles city, California](#)

²[lep.gov Language Map App](#)

LADOT Transit has been committed and will continue to be committed to take every required, responsible action to ensure that meaningful access to benefits, information and services is provided to all persons with limited English proficiency in the agency's service area. Currently, a significant portion of the ridership of LADOT Transit services are LEP persons and this plan will ensure that people defined in this category will continue to have access to transit information and these services.

PLAN SUMMARY

LADOT Transit has developed this *Limited English Proficiency Plan* to identify reasonable steps for providing language assistance to persons with limited English proficiency or LEP who wish to access the transportation services provided by LADOT Transit. Executive Order 13166, defines LEP persons as those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. LADOT Transit has made consistent efforts to identify LEP persons and to reach out to these groups as well as to communicate with this population. This plan will build upon those previous efforts.

LEP FOUR FACTOR ANALYSIS

LADOT Transit utilized the U.S. DOT Four-Factor Framework to assess the needs of its service area. The Framework considers the following:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LADOT Transit program, activity or service.
2. The frequency with which LEP persons come in contact with LADOT Transit programs, activities or services.
3. The nature and importance of programs, activities or services provided by LADOT Transit to the LEP population.
4. The resources available to LADOT Transit and overall cost to provide LEP assistance.

A summary of the results from the four-factor analysis is in the following section.

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LADOT program, activity or service.

Data for the City of Los Angeles from the U.S. Census Bureau’s 2011-2015 American Community Survey (ACS) 5-Year Estimates were used to analyze and identify the number of LEP persons within the LADOT Transit Service Area. The ACS data reflects the number of people who speak a language other than English at home within two classifications 1) people who speak English “very well” and 2) people who speak English “less than ‘very well’”. The LADOT Service Area is comprised of a population where 26.9% speaks English less than “very well”.

Table 1 – Ability to Speak English

English Speaking Proficiency Classification	LADOT Service Area	
	Estimated Population	Percent of Population
Population 5 years and older	3,651,196	100.0%
Speak a language other than English	2,192,087	60.0%
Speaks English "very well"	1,179,832	32.3%
Speaks English less than "very well"	1,012,255	27.7%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates for City of LA

Table 2 shows 2011-2015 ACS data for languages spoken at home by ability to speak English for all persons, aged five years old and older, within the city of Los Angeles. The majority of the total population (60%) speaks a language other than English.

The prevalent languages with the highest numbers of people who speak English less than “very well” are Spanish or Spanish Creole with 744,064 people, Korean with 62,343 people, Chinese with 32,030 people, Armenian with 31,242 people, Tagalog with 28,698 people, Persian with 20,291 people, Russian with 18,028 people, Vietnamese with 9,487 people, Japanese with 9,036 people, Thai with 7,458 people, Arabic with 6,580 people, and Other Indic languages with 6,035 people.

LADOT Transit does not use this data to limit language support for LEP populations to these prevalent languages, rather, the agency creates a baseline of preparedness to meet the needs that it is most likely to encounter. The agency looks more closely at individual LEP needs of its service areas through outreach and will readily meet the needs of any LEP request.

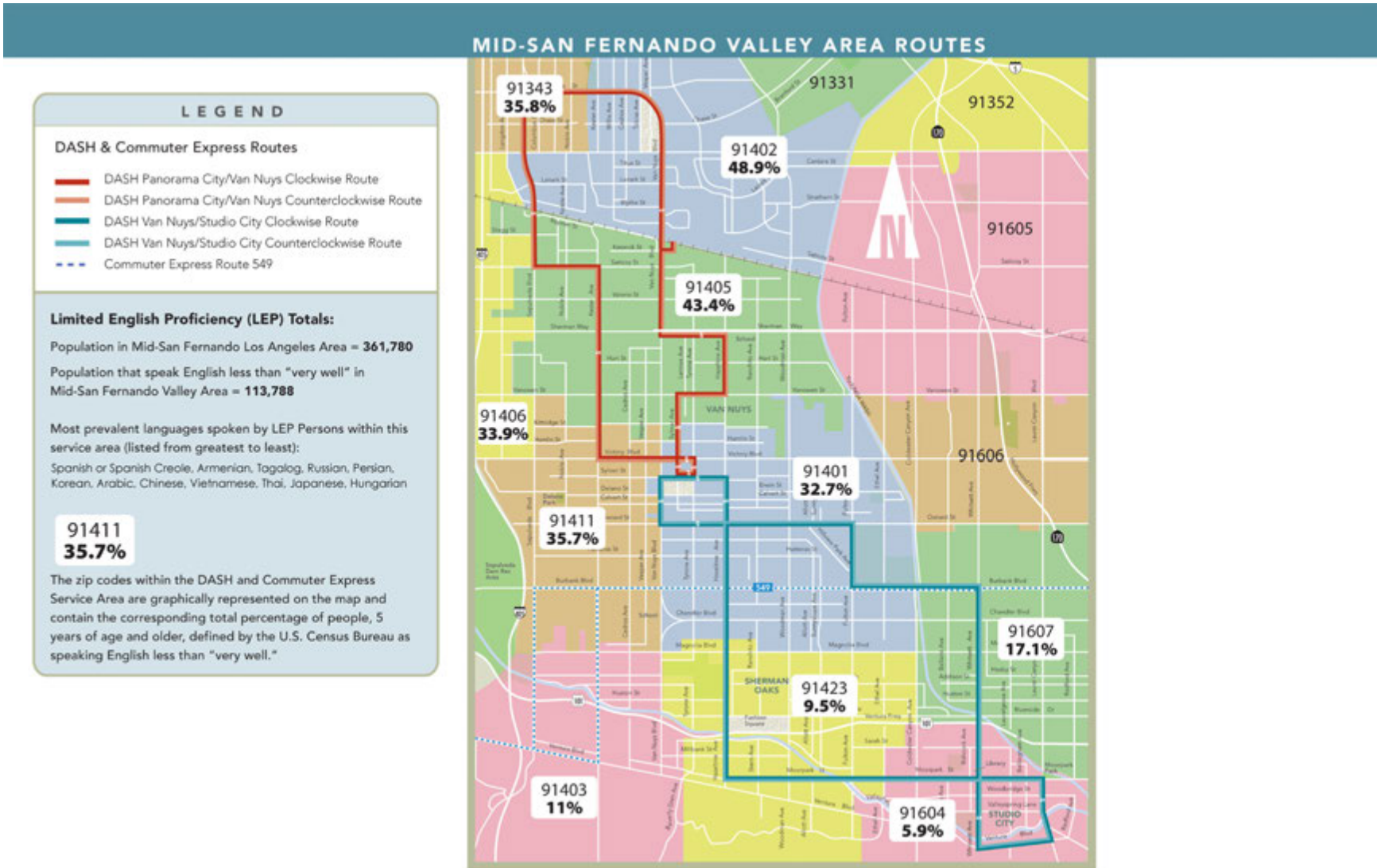
Table 2 – Language Spoken at Home by Ability to Speak English

Los Angeles city, California	Estimate	Margin of Error
Population 5 years and over	3,651,196	+/-2,681
Speak only English	1,459,109	+/-8,770
Spanish or Spanish Creole:	1,563,479	+/-7,593
Speak English less than "very well"	744,064	+/-6,875
French (incl. Patois, Cajun):	23,043	+/-1,407
Speak English less than "very well"	3,494	+/-419
French Creole:	2,224	+/-497
Speak English less than "very well"	272	+/-142
Italian:	8,274	+/-660
Speak English less than "very well"	1,476	+/-259
Portuguese or Portuguese Creole:	5,431	+/-724
Speak English less than "very well"	1,374	+/-298
German:	10,357	+/-884
Speak English less than "very well"	1,138	+/-252
Yiddish:	1,220	+/-308
Speak English less than "very well"	140	+/-69
Other West Germanic languages:	2,510	+/-334
Speak English less than "very well"	266	+/-81
Scandinavian languages:	3,013	+/-505
Speak English less than "very well"	376	+/-196
Greek:	2,677	+/-429
Speak English less than "very well"	596	+/-164
Russian:	37,118	+/-1,982
Speak English less than "very well"	18,028	+/-1,141
Polish:	2,812	+/-444
Speak English less than "very well"	863	+/-214
Serbo-Croatian:	3,074	+/-568
Speak English less than "very well"	859	+/-215
Other Slavic languages:	3,226	+/-498
Speak English less than "very well"	1,040	+/-270
Armenian:	70,764	+/-2,620
Speak English less than "very well"	31,242	+/-1,402
Persian:	48,828	+/-2,281
Speak English less than "very well"	20,291	+/-1,295
Gujarati:	2,589	+/-452
Speak English less than "very well"	673	+/-195
Hindi:	10,279	+/-858
Speak English less than "very well"	2,187	+/-383
Urdu:	4,872	+/-934
Speak English less than "very well"	1,614	+/-408
Other Indic languages:	13,631	+/-1,198
Speak English less than "very well"	6,035	+/-795
Other Indo-European languages:	5,624	+/-669

Speak English less than "very well"	2,038	+/-357
Chinese:	60,132	+/-2,011
Speak English less than "very well"	32,030	+/-1,537
Japanese:	17,909	+/-1,358
Speak English less than "very well"	9,036	+/-868
Korean:	95,725	+/-2,629
Speak English less than "very well"	62,343	+/-2,130
Mon-Khmer, Cambodian:	4,055	+/-762
Speak English less than "very well"	2,640	+/-493
Hmong:	313	+/-144
Speak English less than "very well"	101	+/-98
Thai:	11,635	+/-1,064
Speak English less than "very well"	7,458	+/-835
Laotian:	488	+/-188
Speak English less than "very well"	173	+/-76
Vietnamese:	16,872	+/-1,103
Speak English less than "very well"	9,487	+/-841
Other Asian languages:	10,505	+/-894
Speak English less than "very well"	3,743	+/-535
Tagalog:	90,644	+/-2,757
Speak English less than "very well"	28,698	+/-1,362
Other Pacific Island languages:	7,802	+/-694
Speak English less than "very well"	2,810	+/-444
Navajo:	81	+/-74
Speak English less than "very well"	0	+/-28
Other Native North American languages:	324	+/-188
Speak English less than "very well"	42	+/-43
Hungarian:	2,354	+/-411
Speak English less than "very well"	866	+/-218
Arabic:	16,950	+/-1,404
Speak English less than "very well"	6,580	+/-778
Hebrew:	18,623	+/-1,544
Speak English less than "very well"	3,901	+/-541
African languages:	9,108	+/-1,122
Speak English less than "very well"	2,626	+/-472
Other and unspecified languages:	3,522	+/-563
Speak English less than "very well"	1,655	+/-359

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates City of LA

The following maps detail the percentages of LEP population by LADOT Commuter Express or DASH route. The most prevalent languages spoken in each service area are listed in the map legend. When LADOT Transit originally developed this plan in 2012, it identified zip codes within its service area and used data from the 2000 US Census for its maps. LADOT Transit is currently redeveloping its maps to include its expanded service area using census tracts.



HOLLYWOOD AREA ROUTES

LEGEND

DASH & Commuter Express Routes

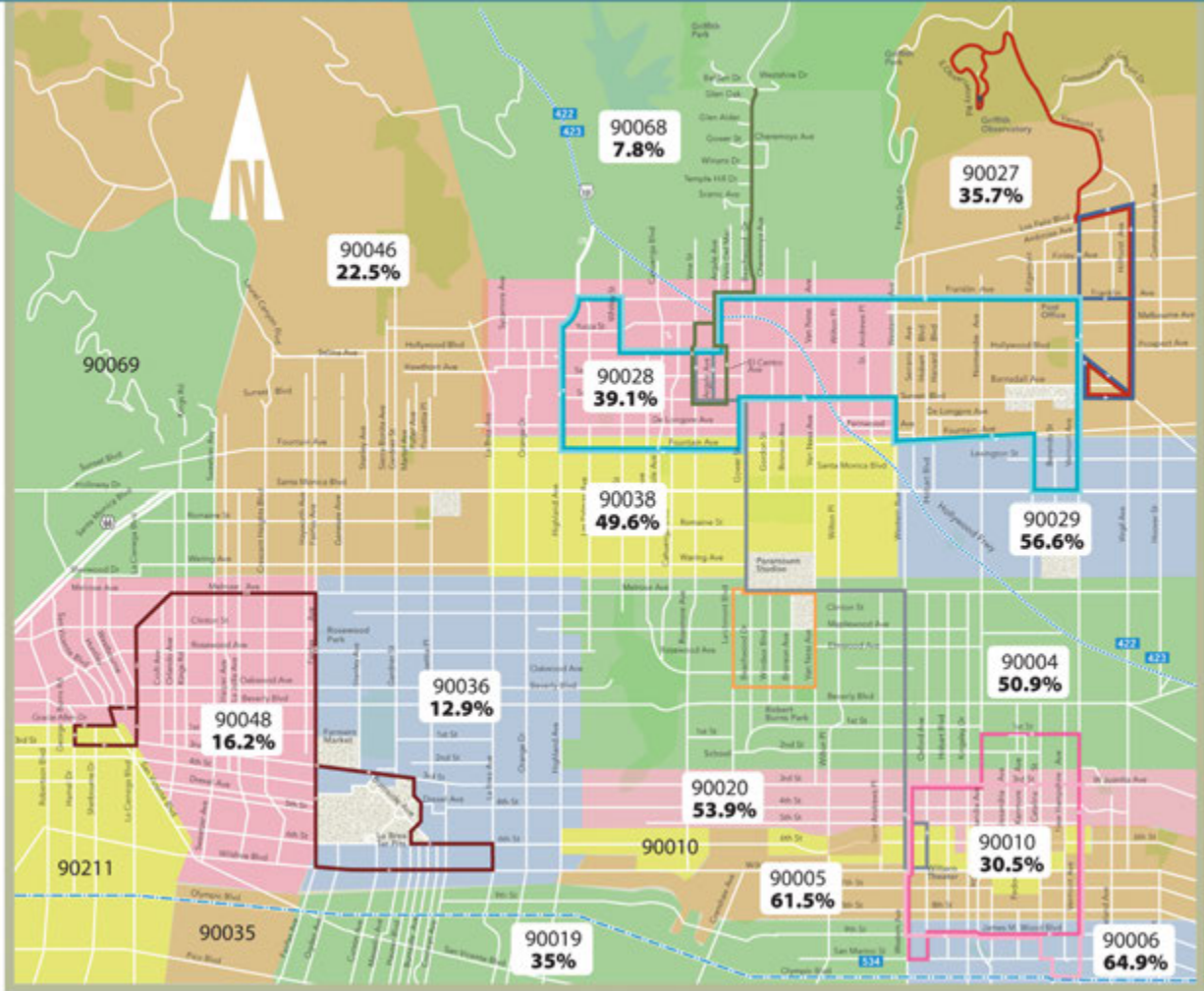
- DASH Beachwood Canyon
- DASH Fairfax
- DASH Hollywood Clockwise
- DASH Hollywood Counterclockwise
- DASH Hollywood/Wilshire
- DASH Larchmont Shuttle
- DASH Los Feliz
- DASH Wilshire Center/Koreatown Clockwise
- DASH Wilshire Center/Koreatown Counterclockwise
- Weekend Observatory Shuttle
- Commuter Express Routes 422, 423
- Commuter Express Route 534

Limited English Proficiency (LEP) Totals:
 Population in Hollywood Area = **532,861**
 Population that speak English less than "very well" in Hollywood Area = **220,868**

Most prevalent languages spoken by LEP Persons within this service area (listed from greatest to least):
 Spanish or Spanish Creole, Korean, Armenian, Tagalog, Russian, Japanese, Chinese, Persian, Thai, Vietnamese

90046
22.5%

The zip codes within the DASH and Commuter Express Service Area are graphically represented on the map and contain the corresponding total percentage of people, 5 years of age and older, defined by the U.S. Census Bureau as speaking English less than "very well."



NORTHEAST LOS ANGELES AREA ROUTES

LEGEND

DASH & Commuter Express Routes

- DASH Boyle Heights/East LA
- DASH DOWNTOWN
- Route **A** Little Tokyo, City West
- Route **B** Chinatown, Financial Dist.
- Route **D** Union Station, South Park
- DASH El Sereno/City Terrace
- DASH Highland Park/Eagle Rock
- DASH Lincoln Heights/Chinatown Clockwise
- DASH Lincoln Heights/Chinatown Counterclockwise
- ⋯ Commuter Express Routes

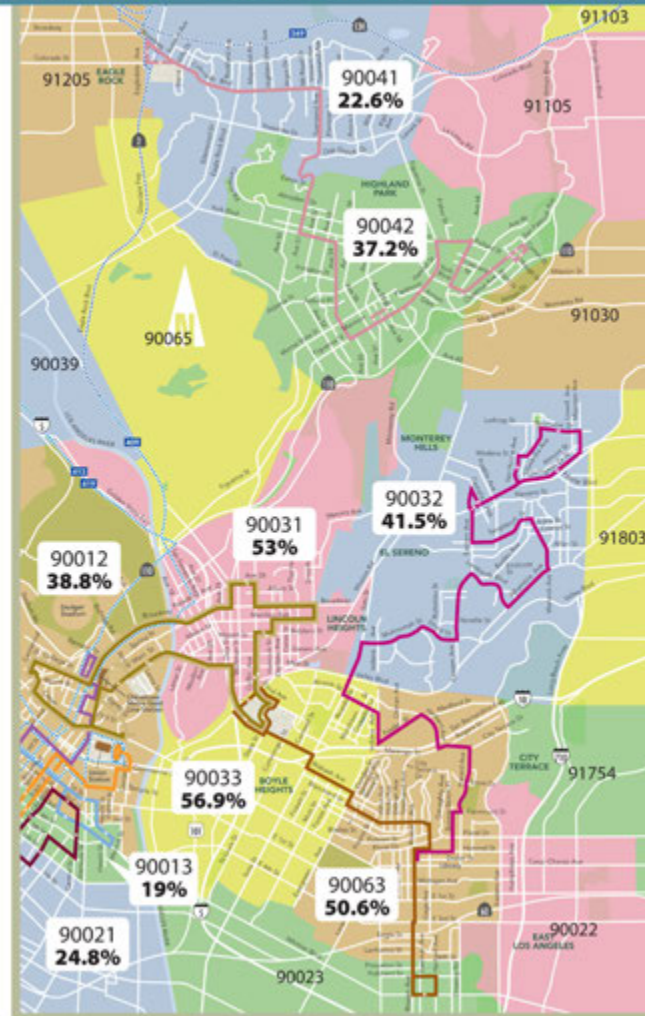
Limited English Proficiency (LEP) Totals:

Population in Northeast Los Angeles Area = **294,642**
 Population that speak English less than "very well" in
 Northeast Los Angeles Area = **129,060**

Most prevalent languages spoken by LEP Persons within
 this service area (listed from greatest to least):
 Spanish or Spanish Creole, Chinese, Tagalog, Vietnamese,
 Korean, Japanese, Mon-Khmer Cambodian

90012
38.8%

The zip codes within the DASH and Commuter Express
 Service Area are graphically represented on the map
 and contain the corresponding total percentage of
 people, 5 years of age and older, defined by the U.S.
 Census Bureau as speaking English less than "very well."



CENTRAL LOS ANGELES AREA ROUTES

LEGEND

DASH & Commuter Express Routes

- Route **A** Little Tokyo, City West
- Route **B** Chinatown, Financial Dist.
- Route **D** Financial Dist., South Park
- Route **E** City West, Fashion Dist.
- Route **F** Financial Dist., Exposition Park, USC
- DASH King East Clockwise
- DASH King East Counterclockwise
- DASH Leimert/Slauson Clockwise
- DASH Leimert/Slauson Counterclockwise
- DASH Lincoln Heights/Chinatown Clockwise
- DASH Lincoln Heights/Chinatown Counterclockwise
- DASH Pico Union/Echo Park
- DASH Southeast Clockwise
- DASH Southeast Counterclockwise
- DASH Wilshire Center/Koreatown Clockwise
- DASH Wilshire Center/Koreatown Counterclockwise
- ⋯ Commuter Express Routes

Limited English Proficiency (LEP) Totals:

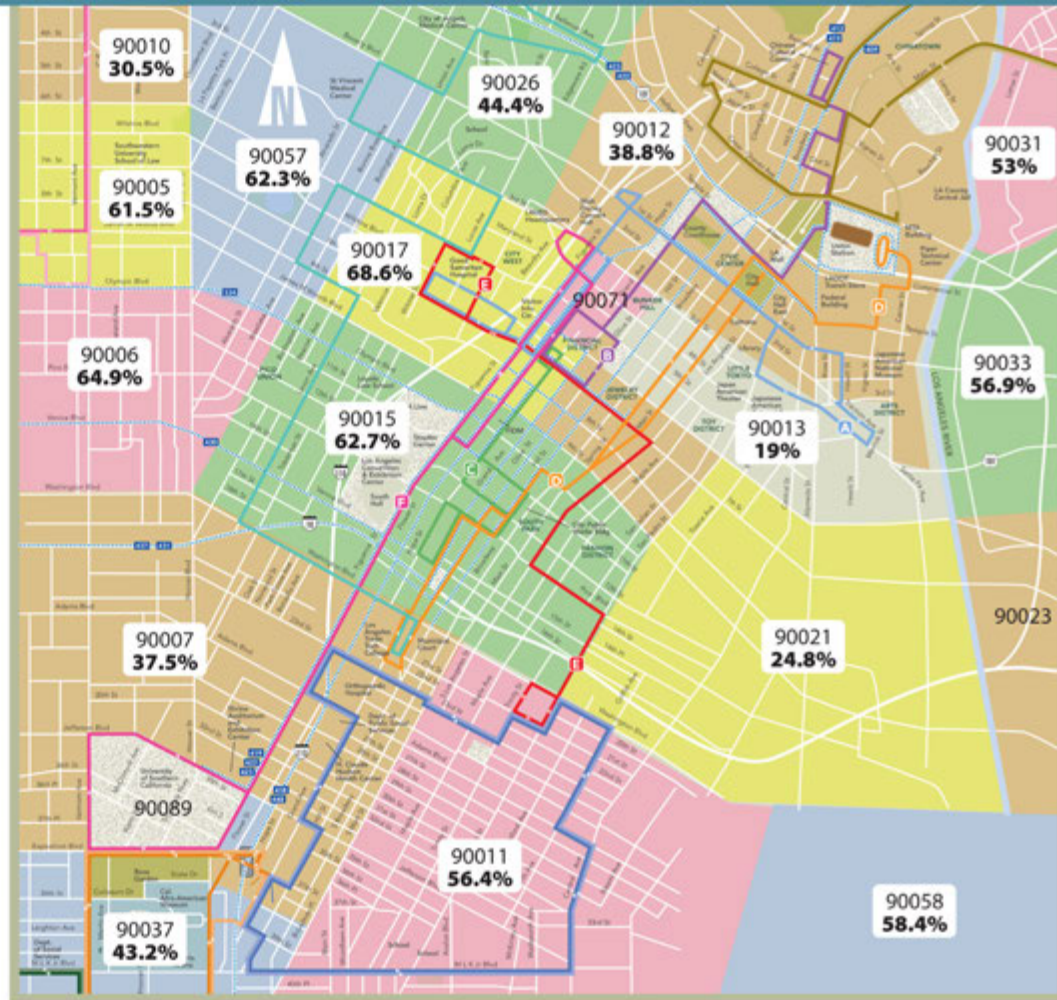
Population in Central Los Angeles Area = **544,807**

Population that speak English less than "very well" in Central Los Angeles Area = **285,961**

Most prevalent languages spoken by LEP Persons within this service area (listed from greatest to least): Spanish or Spanish Creole, Korean, Chinese, Tagalog, Vietnamese, Japanese, Mon-Khmer Cambodian, Thai

90057
62.3%

The zip codes within the DASH and Commuter Express Service Area are graphically represented on the map and contain the corresponding total percentage of people, 5 years of age and older, defined by the U.S. Census Bureau as speaking English less than "very well."



SOUTH LOS ANGELES AREA ROUTES

LEGEND

DASH & Commuter Express Routes

- DASH Chesterfield Square
- DASH Downtown Route **E**
- DASH Downtown Route **F**
- DASH King East Clockwise
- DASH King East Counterclockwise
- DASH Leimert/Slauson Clockwise
- DASH Leimert/Slauson Counterclockwise
- Hyde Park Shuttle
- DASH Southeast Clockwise
- DASH Southeast Counterclockwise
- ⋯ DASH Pueblo del Rio
- DASH Vermont/Main
- DASH Watts
- ⋯ Commuter Express Routes 419, 422, 423
- ⋯ Commuter Express Routes 438, 448

Limited English Proficiency (LEP) Totals:

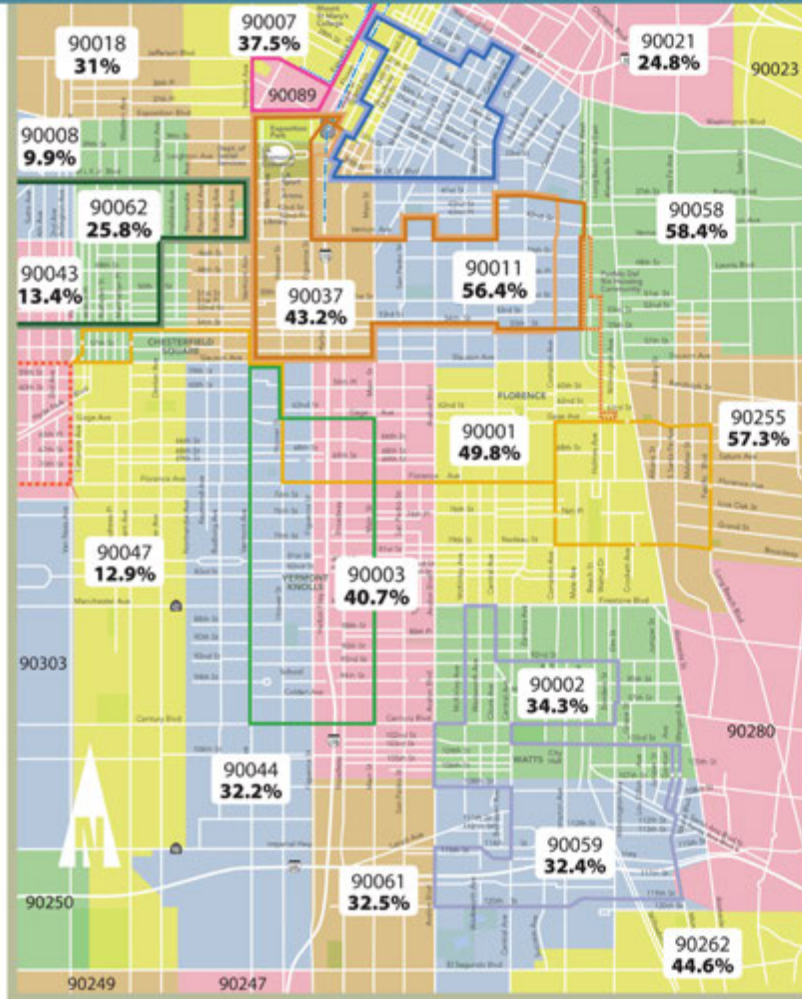
Population in South Los Angeles Area = **778,369**

Population that speak English less than "very well" in South Los Angeles Area = **294,806**

Most prevalent languages spoken by LEP Persons within this service area (listed from greatest to least): Spanish or Spanish Creole, Chinese, Korean

90062
25.8%

The zip codes within the DASH and Commuter Express Service Area are graphically represented on the map and contain the corresponding total percentage of people, 5 years of age and older, defined by the U.S. Census Bureau as speaking English less than "very well."



SOUTHWEST LOS ANGELES AREA ROUTES

LEGEND

DASH & Commuter Express Routes

- █ DASH Chesterfield Square
- █ DASH Crenshaw Clockwise
- █ DASH Crenshaw Counterclockwise
- █ DASH Leimert/Slauson Clockwise
- █ DASH Leimert/Slauson Counterclockwise
- █ DASH Midtown
- █ DASH Southeast Clockwise
- █ DASH Southeast Counterclockwise
- █ DASH Vermont/Main
- █ Commuter Express Routes 430, 431, 437

Limited English Proficiency (LEP) Totals:

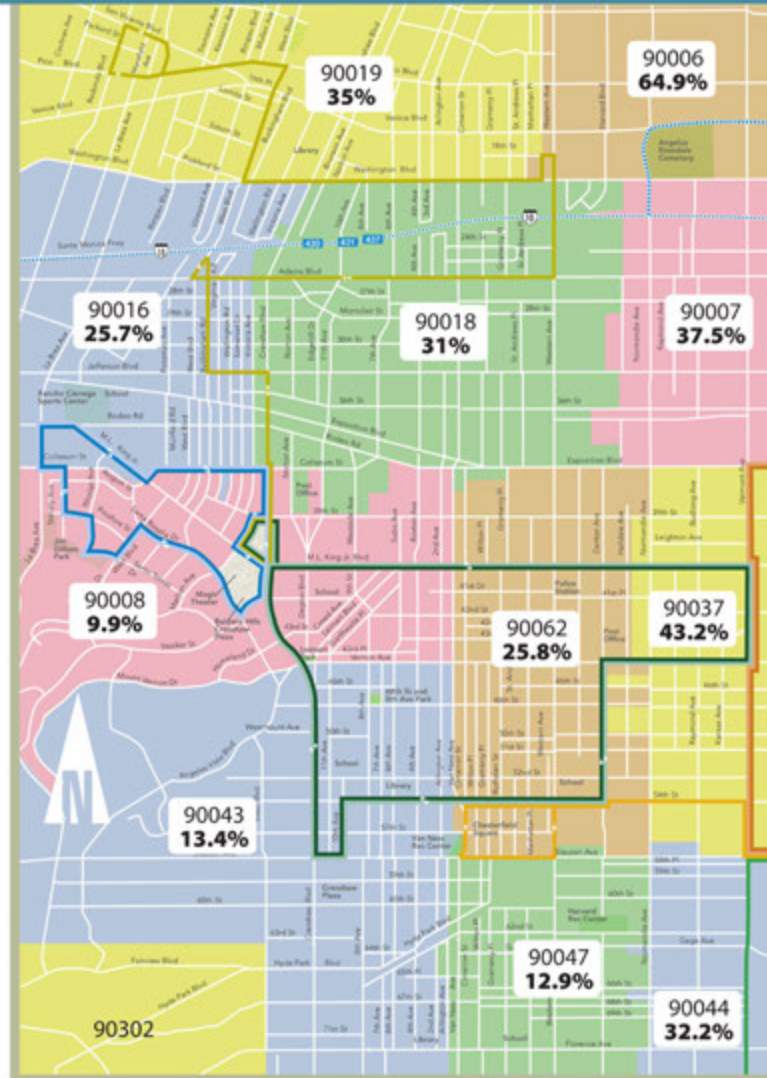
Population in Southwest Los Angeles Area = **516,753**

Population that speak English less than "very well" in Southwest Los Angeles Area = **166,520**

Most prevalent languages spoken by LEP Persons within this service area (listed from greatest to least):
Spanish or Spanish Creole, Korean, Tagalog, Chinese, Japanese, Vietnamese

90016
25.7%

The zip codes within the DASH and Commuter Express Service Area are graphically represented on the map and contain the corresponding total percentage of people, 5 years of age and older, defined by the U.S. Census Bureau as speaking English less than "very well."



LOS ANGELES HARBOR AREA ROUTES

LEGEND

DASH & Commuter Express Routes

- DASH San Pedro Route
- DASH Wilmington Clockwise Route
- DASH Wilmington Counterclockwise Route
- - - Commuter Express Route 142
- Commuter Express Route 448

Limited English Proficiency (LEP) Totals:

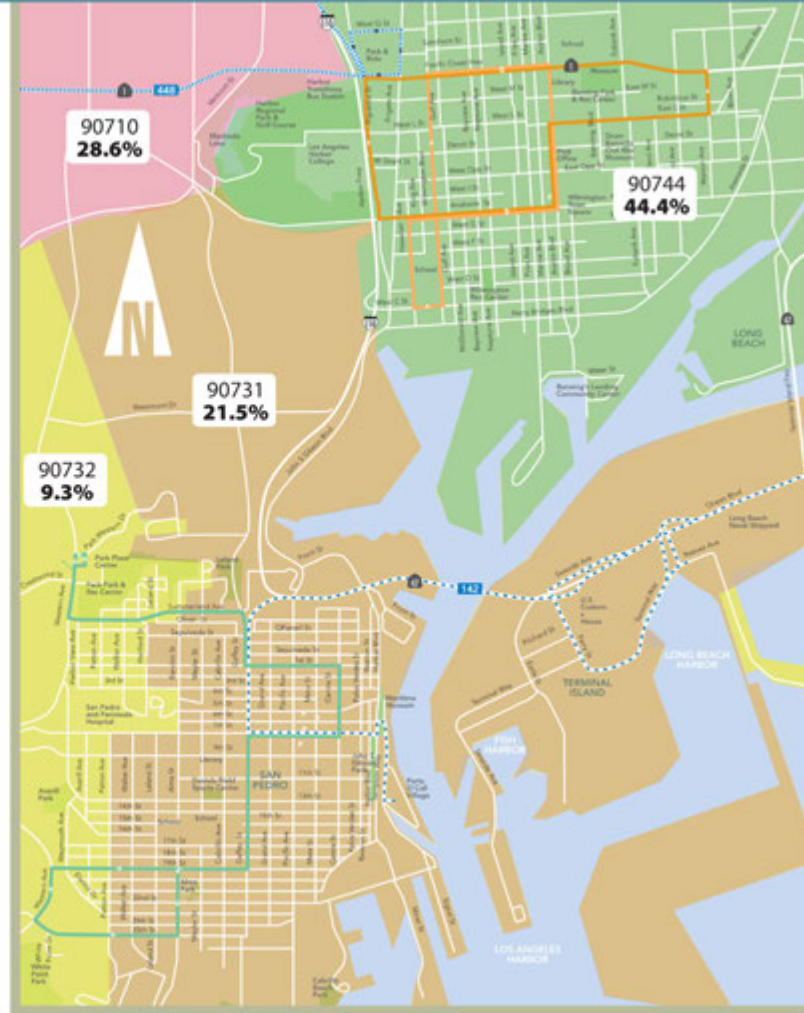
Population in Los Angeles Harbor Area = **144,957**

Population that speak English less than "very well" in Los Angeles Harbor Area = **41,300**

Most prevalent languages spoken by LEP Persons within this service area (listed from greatest to least):
Spanish or Spanish Creole, Tagalog, Korean

90731
21.5%

The zip codes within the DASH and Commuter Express Service Area are graphically represented on the map and contain the corresponding total percentage of people, 5 years of age and older, defined by the U.S. Census Bureau as speaking English less than "very well."



LADOT conducts onboard surveys every two to three years to identify ridership demographics as well as to identify those service characteristics that are most important to retaining the loyalty of existing riders. LADOT has executed these surveys since 1992.

The following charts depict the demographic findings/results from the last onboard survey completed by LADOT in 2016.

Table 3 – LADOT-DASH Onboard Surveys Demographic Findings 2016

	Beachwood Canyon	Boyle Hts/ East LA	Chesterfield Square	Crenshaw	El Sereno/ City Terrace
African American	8%	3%	13%	69%	2%
Asian American	4%	0%	0%	0%	4%
Caucasian	20%	1%	0%	0%	1%
Latino	65%	92%	86%	26%	90%
Native American	0%	1%	0%	0%	2%
Other	3%	2%	1%	5%	1%
	Fairfax	Highland Park/ Eagle Rock	Hollywood	Hollywood/ Wilshire	King-East
African American	14%	4%	9%	6%	8%
Asian	17%	13%	11%	11%	1%
Caucasian	31%	9%	12%	11%	2%
Latino	32%	68%	63%	68%	89%
Native American	2%	1%	1%	2%	0%
Other	3%	5%	4%	2%	0%
	Leimert/ Slauson	Lincoln Hts/ Chinatown	Los Feliz	Midtown	Northridge/ Reseda
African American	46%	1%	11%	25%	5%
Asian	2%	33%	9%	0%	7%
Caucasian	2%	5%	32%	1%	11%
Latino	50%	60%	43%	73%	72%
Native American	0%	0%	2%	0%	1%
Other	0%	1%	3%	1%	4%
	Panorama City/ Van Nuys	Pico Union/ Echo Park	Pueblo del Rio	San Pedro	Southeast
African American	3%	3%	23%	8%	15%
Asian	3%	3%	9%	4%	1%
Caucasian	3%	1%	0%	22%	0%
Latino	89%	91%	64%	64%	81%
Native American	1%	1%	0%	1%	0%
Other	1%	1%	4%	1%	4%
	Van Nuys/ Studio City	Vermont/ Main	Watts	Wilmington	Wilshire Ctr/ Koreatown
African American	6%	26%	42%	1%	5%
Asian	4%	0%	1%	1%	24%

Caucasian	17%	0%	5%	3%	3%
Latino	70%	70%	48%	95%	67%
Native American	1%	1%	0%	0%	2%
Other	2%	3%	4%	0%	1%
	DASH A	DASH B	DASH D	DASH E	DASH F
African American	12%	13%	16%	6%	18%
Asian	27%	28%	23%	6%	20%
Caucasian	17%	24%	15%	2%	13%
Latino	40%	30%	39%	85%	43%
Native American	2%	1%	1%	0%	1%
Other	2%	4%	6%	1%	5%

Table 4 – LADOT-CE Onboard Surveys Demographic Findings 2016

	Route 142	Route 409	Route 419	Route 422	Route 423	Route 431	Route 437
African American	30%	2%	6%	7%	6%	1%	9%
Asian	3%	34%	37%	6%	29%	29%	24%
Caucasian	21%	54%	31%	11%	45%	52%	43%
Latino	38%	8%	22%	71%	14%	14%	15%
Native American	3%	0%	0%	0%	1%	0%	0%
Other	2%	2%	5%	5%	5%	4%	9%
	Route 438	Route 448	Route 534	Route 549	Route 573	Route 574	
African American	11%	15%	15%	11%	8%	7%	
Asian	18%	32%	25%	27%	31%	31%	
Caucasian	50%	30%	35%	27%	28%	35%	
Latino	14%	20%	22%	31%	25%	23%	
Native American	1%	0%	1%	1%	1%	1%	
Other	6%	3%	2%	3%	6%	3%	

2. The frequency with which LEP persons come in contact with LADOT Transit programs, activities or services.

LADOT Transit serves a significant number of LEP persons daily via its Commuter Express, DASH, and Cityride services. LADOT Transit contracts for the provision of all of its transportation services and the private service contractors hire from the local labor pools that are predominately minorities, many of whom speak multiple languages.

LADOT Transit has made a sincere effort to reach out to the many LEP persons served by the city’s transit service programs through grass roots outreach efforts, advertising in ethnic language newspapers, distributing route and schedule information and daily communications in the multiple languages spoken by the LADOT Transit service area. Those languages have included:

Spanish, Chinese, Japanese
Korean, Tagalog, Vietnamese
Thai, Armenian, Russian and Cambodian

Samples of some of the outreach materials are included in the appendix to this plan.

LADOT Transit maintains a Customer Service Center at the Los Angeles Mall Downtown. Most of the Customer Service Representatives at the LADOT Transit Customer Service Center speak both English and Spanish. The Customer Service Center handles more than 70,000 requests for information annually, of which 9,400 or 15.8% are Spanish-language requests for information.

The LADOT Transit Customer Service Center has a considerable amount of ‘walk-in’ traffic that includes persons with limited English proficiency. As personnel are predominantly bilingual (five speak Spanish and one speaks Tagalog), the Customer Service Center is able to respond to the needs of the majority of LEP persons who come into the store. LADOT Transit is currently redeveloping its response protocols to make accommodations through translation services to meet the needs of all LEP persons.

LADOT maintains a website, ladottransit.com, that offers travel planning as well as route and schedule information that can be translated into more than 50 languages.

Community outreach efforts are a regular part of LADOT Transit planning and marketing activities. In 2016, LADOT Transit launched a Mobile Sales Van and expanded its outreach team. The Mobile Sales Van and the outreach team bring customer service and transit information to riders and the general public at convenient locations throughout the LADOT Transit service area seven days a week. On average, LADOT Transit outreach annually visits more than 200 community-based locations, events, and meetings. These include schools, employment centers, libraries, faith and community-based organizations, farmers markets, hospital programs, senior centers, and ethnic organizations.

LADOT also communicates via email to hundreds of community-based and faith-based organizations on a regular basis regarding service and/or fare changes. A list of these organizations can be found in Appendix A to this plan.

3.The nature and importance of programs, activities or services provided by LADOT Transit to the LEP population.

A large portion of the riders of LADOT Transit services, especially Community DASH services, are transit dependent (low income without an auto available for their trips). The importance of LADOT Transit services are corroborated through the onboard research that the agency executes on a regular basis. Community DASH, as well as Downtown

DASH services provide work related transportation in addition to medical, shopping and school trips.

Trip Purpose 2016 – DASH Downtown

DASH Downtown	Rt. A	Rt. B	Rt. D	Rt. E	Rt. F
Work	61%	57%	70%	60%	57%
School	4%	1%	4%	4%	11%
Shopping	9%	7%	2%	15%	4%
Medical	4%	3%	4%	5%	6%
Social	11%	17%	9%	4%	9%
Personal Business	8%	7%	5%	5%	5%
Recreation	2%	2%	3%	2%	3%
Other	1%	4%	2%	1%	3%

Trip Purpose 2016 – Community DASH Routes

Community DASH Routes	Beachwood Canyon	Boyle Hts/ East LA	Chesterfield Square	Crenshaw	El Sereno/ City Terrace
Work	52%	22%	25%	24%	21%
School	3%	31%	21%	12%	44%
Shopping	12%	12%	20%	14%	18%
Medical	7%	17%	14%	18%	9%
Social	11%	3%	6%	2%	1%
Personal Business	3%	10%	8%	17%	4%
Recreation	5%	2%	0%	0%	0%
Other	0%	3%	4%	9%	2%
	Fairfax	Highland Park/Eagle Rock	Hollywood	Hollywood/ Wilshire	King-East
Work	43%	13%	49%	47%	29%
School	22%	4%	15%	15%	28%
Shopping	13%	68%	10%	10%	17%
Medical	20%	11%	4%	11%	9%
Social	1%	3%	8%	4%	4%
Personal Business	6%	3%	5%	2%	4%
Recreation	1%	0%	1%	2%	2%
Other	7%	1%	3%	2%	5%
	Leimert/ Slauson	Lincoln Hts/ Chinatown	Los Feliz	Midtown	Northridge/Reseda
Work	30%	24%	47%	27%	52%
School	14%	22%	11%	17%	10%
Shopping	21%	29%	12%	20%	10%
Medical	10%	11%	14%	12%	11%
Social	4%	3%	4%	3%	5%
Personal Business	12%	6%	7%	7%	7%
Recreation	1%	0%	2%	4%	1%
Other	3%	3%	2%	1%	2%

	Panorama City/ Van Nuys	Pico Union/ Echo Park	Pueblo del Rio	San Pedro	Southeast
Work	34%	51%	83%	25%	30%
School	38%	17%	13%	29%	24%
Shopping	12%	12%	0%	18%	15%
Medical	10%	12%	0%	12%	16%
Social	4%	2%	4%	6%	2%
Personal Business	7%	2%	0%	6%	7%
Recreation	0%	1%	0%	2%	1%
Other	3%	2%	0%	1%	4%
	Van Nuys/ Studio City	Vermont/ Main	Watts	Wilmington	Wilshire Ctr/ Koreatown
Work	51%	30%	30%	15%	27%
School	20%	30%	23%	20%	17%
Shopping	11%	17%	12%	33%	20%
Medical	3%	8%	8%	14%	12%
Social	2%	4%	2%	5%	7%
Personal Business	4%	4%	15%	6%	7%
Recreation	1%	1%	2%	1%	1%
Other	3%	0%	7%	3%	4%

Commuter Express services are operated between suburban residential areas and employment centers. These routes have limited stops and utilize freeways to transport workday commuters.

Trip Purpose 2016 – Commuter Express Routes

Commuter Express	Rt. 142	Rt. 409	Rt. 419	Rt. 422	Rt. 423	Rt. 431	Rt. 437
Work	41%	97%	99%	89%	96%	89%	90%
School	13%	0%	0%	4%	1%	8%	4%
Shopping	1%	0%	0%	0%	1%	0%	0%
Medical	2%	2%	9%	2%	0%	3%	3%
Social	5%	0%	0%	0%	0%	0%	1%
Personal Business	3%	1%	1%	3%	2%	0%	0%
Other	1%	0%	0%	2%	0%	0%	0%
	Rt. 438	Rt. 448	Rt. 534	Rt. 549	Rt. 573	Rt. 574	
Work	95%	100%	100%	88%	95%	98%	
School	2%	0%	0%	3%	4%	0%	
Shopping	0%	0%	0%	1%	0%	0%	
Medical	3%	0%	0%	1%	1%	0%	
Social	1%	0%	0%	0%	0%	0%	
Personal Business	1%	0%	0%	4%	0%	0%	
Other	2%	0%	0%	2%	0%	2%	

LADOT's Cityride program is one of the largest voluntary paratransit programs in the United States. This program provides essential dial a ride, taxi and bus passes to seniors

and those who are mobility challenged. While not an Americans with Disabilities Act compliant service, Cityride provides services that are important to the mobility of many City of Los Angeles residents who live in areas with high LEP populations.

4. The resources available to LADOT and overall cost to provide LEP assistance.

LADOT has not directly assessed the resources it allocates to LEP assistance, however, based upon the large number of LEP persons in the Department’s service area and the dominance of its services in areas with large LEP populations, LADOT already allocates a significant portion of its resources to LEP populations. LADOT has estimated its annual expenditures below.

LADOT’s estimated average annual expenditures for communicating to LEP persons is as follows:

1. Transit Store Operation-Bilingual customer service agents: \$572,000
2. Translation Services: \$6,625.61
3. Production and Printing of Multilingual Information: \$275,970 in production costs and \$315,000 in printing costs
4. Outreach Efforts: \$154,185
5. Multilingual Advertising: \$8,651

In addition to transit services, LADOT Transit Customer Service operations provide multilingual services to LEP populations- currently by phone, online, by mail, and through in-person contacts. LADOT Transit already develops collateral materials, such as Rider Alerts, and its onboard surveys in languages tailored to the population of each route’s catchment area. In 2016, LADOT Transit received LEP surveys back at the following levels:

	Commuter Express	DASH Downtown	Community DASH
TOTAL	2497	2997	6002
English	2296 (92%)	2225 (74%)	3332 (55%)
Armenian	0	0	3 (<1%)
Chinese	0	0	23 (<1%)
Hebrew	1 (<1%)	0	0
Korean	0	3 (<1%)	1 (<1%)
Russian	0	0	1 (<1%)
Spanish	200 (8%)	769 (26%)	2638 (44%)

Surveys were also provided in Japanese, Tagalog, Thai, and Vietnamese, but no responses were collected for those languages in 2016.

LIMITED ENGLISH PROFICIENCY PLAN

There are five tasks that make up LADOT Transit's LEP Plan:

1. Identifying LEP Persons Who Require Language Assistance
2. Language Assistance Measures
3. Training of LADOT and Service Contractor Staffs
4. Providing Notice to LEP Persons
5. Disseminating, Monitoring and Updating the LEP Plan

1. Identifying LEP persons who require language assistance

LADOT Transit will identify LEP persons who need language assistance by the following means:

- The LADOT Transit Customer Service Center maintains records of those seeking assistance in languages other than English and Spanish, which is currently provided. LADOT will contact these individuals to determine if they need further information.
- When LADOT Transit makes a presentation, holds an outreach meeting or attends an event, the staff person attending the meeting engages attendees in conversation to informally gauge each attendee's ability to speak and understand English.
- LADOT Transit will utilize U.S. Census Bureau *Language Identification Flashcards* available at all meetings, events and outreach sessions. LEP Persons who identify a language outside of English and Spanish may be accommodated based upon the feasibility of providing written translation service and/or oral interpretation assistance. LADOT Transit will collect these cards and determine what additional language needs require accommodation at future meetings.
- LADOT Transit will place *Language Identification Flashcards* on all of its transit fleet to assist coach operators and street supervisors in identifying the language needs of passengers. When bus drivers encounter riders with limited English proficiency, the operators will be instructed as part of their ongoing training to obtain contact information from the rider for LADOT Transit. Customer Service will then contact these riders to determine whether they need further information.
- LADOT Transit will also use *Language Identification Flashcards* to support LEP persons contacting LADOT Transit online so that an individual can communicate their primary language to staff members. LADOT Transit staff can then use that information to provide language assistance to the LEP person.
- LADOT Transit has identified Community and Faith-Based Organizations, Chambers of Commerce, as well as Multi-Purpose Centers to support its outreach efforts to LEP persons. The full list of these resources is contained in the appendix of this LEP Plan. LADOT Transit will contact each of these organizations and develop LEP outreach efforts.

2. Language Assistance Measures

LADOT Transit currently provides language assistance through oral, written and online methods. LADOT Transit wishes to continually expand its language assistance capabilities and will do so by the following means:

- LADOT Transit will continue to expand its outreach efforts with the collaboration of community-based organizations and social service agencies to provide transit information to LEP persons. In addition to the current activities with Latino Literacy and LAUSD, LADOT Transit will identify other groups through which to provide information to individuals with limited English proficiency.
- LADOT Transit will continue to provide Spanish language and other language interpretation at all outreach events when requested. When outreach events are held in communities with other language needs, LADOT Transit will make the necessary accommodations with the assistance of community-based organizations, social service agencies and the offices of the Los Angeles City Council.
- LADOT Transit will continue to place notices in its outreach materials, on its website and on buses stating that interpreter services may be made available for meetings with a reasonable ten-day notice.
- LADOT Transit will survey its service contractors on an annual basis to determine the experiences of their front-line personnel concerning contacts or requests from LEP riders.
- LADOT Transit will provide *Language Identification Flashcards* at the Customer Service Center, on all vehicles in the fleet, at the LADOT Transit Bureau Office, and each street supervisor will carry a supply.
- The LADOT Title VI Policy is already posted on the LADOT website, in schedule brochures and a Title VI message is posted in every vehicle in the fleet. The website also provides downloadable claim forms in ten languages other than English. LADOT Transit will continue to identify methods to communicate its Title VI Policy to the public. Once approved, this LEP Plan will be posted on the LADOT Transit website.
- LADOT Transit will encourage its private service contractors to recruit bus drivers and other service personnel who speak the top ten non-English languages identified in this LEP Plan. LADOT Transit will provide assistance to the service providers in the identification of the language requirements of LEP persons and where these persons are congregated in the LADOT Transit service area.
- LADOT Transit will also utilize the LEP Plan to determine supplemental language requirements to be used in the promotion of its transit services.

3. Training of LADOT Transit and Service Contractor Staffs

LADOT Transit is unique in that the agency contracts for the provision of all of its transit services as well as its primary customer service functions at its Customer Service Center. These personnel have the most immediate and frequent contact with LEP persons and

are the gateway to providing meaningful access to LADOT Transit services for these LEP persons. LADOT Transit will implement the following training activities:

- Develop and have the service contractors implement a curriculum that deals with Title VI/LEP requirements and how personnel should address the needs of LEP persons.
- Ensure that all contractor service and all LADOT Transit Bureau personnel have a description as well as a good understanding of the agency's LEP Plan and the language assistance services available.
- Provide contractor personnel with specific procedures to be followed and tools/resources to use when encountering an LEP. These procedures and a list of tools/resources will be permanently displayed in Bus Driver Rooms.
- Instruct all contractor service personnel on the use of *Language Identification Flashcards* as well as how to route these cards to LADOT Transit for processing.
- LADOT Transit will monitor the effectiveness and efficiency of all training activities on an annual basis.

4. Providing Notice to LEP Persons

LADOT Transit already accommodates many of the needs of LEP persons through its customer service function, through collateral materials printed in multiple languages, advertising in minority newspapers in multiple languages and online through an online translation feature. LADOT Transit will continue to evaluate the effectiveness of these means of notification as well as to explore these additional methods for notification:

- The existing Customer Service Center Interactive Voice Response System or IVR currently provides caller prompts in English and Spanish. LADOT Transit will evaluate the utility of adding other languages based upon demand and cost.
- LADOT Transit currently provides printed information in Spanish and English and when necessary in multiple other languages. LADOT Transit will continue to monitor the needs of LEP persons to determine if these offerings should be expanded to include other languages. LADOT Transit will utilize the maps contained in this plan for the purpose of determining language needs in its service area.
- LADOT Transit will continue to utilize the services of a professional translation services to ensure that vital documentation is provided in required languages so as to make certain that LEP persons have access to the agency's services.
- LADOT Transit will continue to provide information in multiple languages regarding its non-discrimination policies, especially Title VI, as well as information regarding the process to file a formal complaint on every vehicle in the fleet and on the ladottransit.com website. This information will also be made available at the Customer Service Center and at every outreach meeting.

- When appropriate, LADOT Transit will place a tagline in printed materials and at public meetings and outreach sessions that it will make reasonable accommodations to translate materials into requested languages.

5. Disseminating, Monitoring and Updating the LEP Plan

LADOT Transit will disseminate its LEP Plan to riders, community-based organizations, social service agencies, and to the general public to ensure that LEP persons understand how and where they can access information about the agency's transit service programs. LADOT Transit wishes to determine the effectiveness of its LEP Plan and to regularly update the plan to better meet the needs of people with limited English proficiency. To achieve these ends, LADOT Transit will take the following measures:

- The LEP Plan will be posted on the ladottransit.com website in a PDF format to allow for easy access to the document for reading or printing.
- LADOT Transit will publicize the availability of the LEP Plan on buses and on the website.
- The LEP Plan will be emailed to community-based and faith-based organizations, social service agencies and other advocacy groups and interests.
- LADOT Transit will send copies of the plan upon request to any individual or group.
- LEP individuals may request and will receive a copy of the LEP Plan in any language requested,
- LADOT Transit will update this plan and all its elements periodically as ridership and US Census data is made available.
- LADOT Transit will monitor for the purpose of recording and reporting the number of LEP persons encountered on an annual basis onboard buses via flash card receipts, at meetings, through contacts at the Customer Service Center and through the agency's ongoing outreach efforts.
- LADOT Transit will determine how the needs of LEP persons have been met by contacting a representative sample of this population each year.
- The effectiveness of local language programs will be assessed to determine if they met the requirements of LEP persons.
- LADOT Transit will determine if its service contractors are fully complying with the requirement of the LEP Plan and will incorporate language into future Requests for Proposals and contracts.
- LADOT Transit will utilize its complaint system to determine if the agency has received complaints about its responsiveness to LEP needs.
- LADOT Transit will include more detailed questions relative to the needs of LEP persons in all future onboard surveys.
- LADOT Transit will determine on an annual basis if the agency's financial resources are sufficient to fund the language assistance services required by LEP persons in its service area.

Questions or comments regarding the LADOT LEP Plan should be submitted to:

***Martha.D'Andrea, Title VI Liaison
City of Los Angeles Department of Transportation (LADOT)
100 South Main Street, Floor 10
Los Angeles, California 90012
Phone 213 928 9769
Email: martha.d'andrea@lacity.org***

ATTACHMENT A

Los Angeles Organizations for Outreach Support

Community and Faith-Based Organizations	
African American Unity Center 944 West 53 rd St Los Angeles, CA 90037 323-789-7300	Islamic Center of So. California in LA 434 S. Vermont Ave Los Angeles, CA 90020 213-382-9200
Center for the Pacific Asian Family 544 N. Fairfax Ave, Suite 108 Los Angeles, CA 90036 323-653-4045	Jewish Family Services 6505 Wilshire Blvd, Suite 500 Los Angeles, CA 90048 213-389-6755
Central City East Association 725 Crocker St Los Angeles, CA 90021 213-228-8484	Korean American Family Service Center 3727 West 6 th St, Suite 320 Los Angeles, CA 90020 213-389-6755
Chinatown Service Center 767 N. Hill St, Suite 400 Los Angeles, CA 90012 213-808-1700	Korean American Federation of Los Angeles 981 S. Western Ave, Suite 401 Los Angeles, CA 90006 213-389-6755
Coalition for Humane Immigrant Rights of Los Angeles 2533 West 3 rd St Los Angeles, CA 90057 213-353-1333	Korean Cultural Center 5055 Wilshire Blvd Los Angeles, CA 90036 323-936-7141
Community Family Center 19100 Parthenia St Northridge, CA 91324 818-882-2782	Korean Youth & Community Center 3727 West 6 th St, Suite 300 Los Angeles, CA 90020 213-365-7400
Concerned Citizens for South Central Los Angeles (CCSCLA) 4707 South Central Ave Los Angeles, CA 90011 323-846-2500	LA Urban League 3450 Mount Vernon Los Angeles, CA 90008 323-299-9660
Croatian Cultural Center of LA 510 West 7 th St San Pedro, CA 90731 310-833-0103	LA Works, Inc 570 W. Ave 26, Suite 400 Los Angeles, CA 90065 323-224-6510
Emergency Networks of LA 501 Shatto, #110 Los Angeles, CA 90020 213-629-1974	Little Tokyo Koban & Visitor's Center 307 E. 1 st St Los Angeles, CA 90189 213-613-1911
FAME 1968 West Adams Blvd Los Angeles, CA 90018 323-730-7700	Little Tokyo Service Center 231 E. Third St., G-106 Los Angeles, CA 90013 213-473-3030
Families in New Directions 3756 Santa Rosalia Dr, #213 Los Angeles, CA 90008 323-293-2646	National Association for Hispanic Elderly 1450 W Temple St, Suite 100 Los Angeles, CA 90026 213-202-5900

Civic and Faith-Based Organizations cont.	
ONE Generation Senior Enrichment Center 18500 Victory Blvd Reseda, CA 91335 818-705-2345	Traveler's Aid 566 S. San Pedro Los Angeles, CA 90013 213-468-2500
Operation HOPE 707 Wilshire Blvd, Suite 3030 Los Angeles, CA 90017 213-891-2900	Watts/Century Latino Organization 10360 Wilmington Avenue Los Angeles, CA 90002 323-564-9140
Sunrise Community Counseling Center 537 So. Alvarado St Los Angeles, CA 90057 213-207-2770	WLCAC 10950 S. Central Ave. Watts, CA 90059 323-563-5639
Thai Community Development Center 6376 Yucca St, Suite #B Los Angeles, CA 90028 323-468-2555	
Chambers of Commerce	
American Indian Chamber of Commerce 555 W. 5 th St Los Angeles, CA 90013 213-996-8457	Echo Park Chamber of Commerce PO Box 26282 Los Angeles, CA 90026 213-630-3032
Boyle Heights Chamber of Commerce 5269 E. Beverly Blvd Los Angeles, CA 90022 323-888-2685	Encino Chamber of Commerce 4933 Balboa Blvd Encino, CA 818-789-4711
Chinese Chamber of Commerce 977 N. Broadway, #E Los Angeles, CA 90012 213-617-0396	Historic Filipinotown Chamber of Commerce 2001 W. Beverly Blvd Los Angeles, CA
Century City Chamber of Commerce 2029 Century Park E. Los Angeles, CA 90067 310-553-2222	Hollywood Chamber of Commerce 7018 Hollywood Blvd Hollywood, CA 90028 323-469-2605
Crenshaw Chamber of Commerce 3860 Crenshaw Blvd Los Angeles, CA 90008 323-293-2900	Japanese Chamber of Commerce 244 San Pedro St Los Angeles, CA 90012 213-626-3067
Eagle Rock Chamber of Commerce PO Box 41354 Eagle Rock, CA 90041 323-257-2197	Korean Chamber of Commerce 3435 Wilshire Blvd., #2450 Los Angeles, CA 90010 213-480-1115
East LA Chamber of Commerce 4716 E. Cesar Chavez Ave Los Angeles, CA 90022 323-265-2005	Korean-American Chamber of Commerce 540 E. Jefferson Blvd Los Angeles, CA 90011 562-426-2070

Chambers of Commerce cont.	
LA Metro Hispanic Chambers of Commerce 3435 Wilshire Blvd., #2700 Los Angeles, CA 90010 213-739-7016	North Valley Chamber of Commerce 9401 Reseda Blvd, #100 Northridge, CA 914324 818-349-5676
Lincoln Heights Chamber of Commerce 2716 North Broadway Los Angeles, CA 90031 323-221-6571	San Pedro Chamber of Commerce 390 W. 7 th St San Pedro, CA 90731 310-832-7272
Los Angeles Chamber of Commerce 350 South Bixel St Los Angeles, CA 90017 213-580-7500	Studio City Chamber of Commerce 4024 Radford Ave, Ed 2, Suite F Studio City, CA 91604 818-655-5916
North Valley Chamber of Commerce 9401 Reseda Blvd, #100 Northridge, CA 914324 818-349-5676	Wilmington Chamber of Commerce 544 North Avalon Blvd Wilmington, CA 90744 310-834-8586
Multi-Purpose Centers	Area of Service by Zip Code
Cityride Area 1	
Bernardi MPC 6514 Sylmar Ave Van Nuys, CA 91401 818-997-8941	Serves: 91040
East Valley MPC 5000 Colfax Ave North Hollywood, CA 91601 818-766-5165	Serves: 91601
Northeast Valley MPC 11300 Glenoaks Blvd Pacoima, CA 91331 818-834-6100	Serves: 91402
Robert M. Wilkinson MPC 8956 Vanalden Ave Northridge, CA 91324 818-756-7741	Serves: 91305, 91306, 91311, 91324
Valley Senior Services & Resource Center 18255 Victory Blvd Reseda, CA 91335 818-705-2345	Serves: 91303, 91304, 91306, 91307, 91316
Cityride Area 2	
Felicia Mahood MPC 11338 Santa Monica Blvd Los Angeles, CA 90025 310-231-0369	Serves: 90024, 90025, 90034, 90035, 90048, 90278, 90291, 90292, 90402, 90405
Freda Mohr MPC 330 N. Fairfax Ave Los Angeles, CA 90036 323-937-5900	Serves: 90010, 90019, 90020, 90024, 90034, 90035, 90036, 90046, 90048, 90049, 90064, 90067, 90069, 90077, 90210

Multi-Purpose Centers	Area of Service by Zip Code
Cityride Area 2 cont.	
People Coordinated Services MPC 5133 S. Crenshaw Blvd Los Angeles, CA 90043 323-294-5226	Serves: 90008, 90016, 90018, 90043, 90045, 90047, 90066, 90094, 90230, 90245, 90247, 90293
Hollywood MPC 1360 N. St Andrews Place Los Angeles, CA 90028 323-957-3900	Serves: 90004, 90026, 90027, 90028, 90029, 90036, 90038, 90039, 90068
International Institute of LA 435 S. Boyle Ave Los Angeles, CA 90033 323-264-6210	Serves: 90023, 90030, 90031, 90032, 90033, 90041, 90042, 90063, 90065
Single Room Occupancy Hotel Corp 517 S. San Julian St Los Angeles, CA 90013 213-229-9672	Serves: 90013, 90021
St Barnabas MPC 675 S. Carondelet St Los Angeles, CA 90057 310-388-4444	Serves: 90004, 90005, 90006, 90010, 90012, 90013, 90014, 90015, 90017, 90020, 90026, 90039, 90057, 90071
Cityride Area 3	
Delta Sigma Theta Life Development Inc 2528 West Blvd Los Angeles, CA 90016 323-735-5799	Serves: 90006, 90016, 90018, 90088
Bradley MPC 10957 S. Central Ave Los Angeles, CA 90059 323-563-5639	Serves: 90001, 90002, 90003, 90044, 90047, 90059, 90061, 90248
Teresa Lindsay MPC 429 E. 42 nd Place Los Angeles, CA 90011 323-846-1920	Serves: 90007, 90011, 90012, 90013, 90014, 90021, 90037, 90044, 90058, 90062
Wilmington Jaycees Foundation Inc 1371 N. Eubank Ave Wilmington, CA 90744 310-518-4533	Serves: 90247, 90248, 90501, 90502, 90710, 90717, 90731, 90732, 90744, 90810

ATTACHMENT B

Samples of Multilingual Publications

Car Cards-Spanish & English

PASES DE METRO PARA DASH
TERMINA EL 30 DE JULIO 2017

El uso de los pases de Metro en TAP para las tarifas de DASH termina el 30 de junio de 2017.

- Los pases de Metro de TAP ya no serán aceptados.
- DASH sólo aceptará tarjetas TAP cargadas con pases de DASH, pases de LADOT, pases de EZ Transit o valor de agregado (efectivo).

LADOT
TRANSIT

LADOTTRANSIT.COM (213, 310, 323 o 818) 808-2273

METRO PASS FOR DASH
ENDS JUNE 30, 2017

Using Metro passes on TAP for DASH fares ends June 30, 2017.

- Metro passes on TAP will no longer be accepted.
- DASH will only accept TAP cards loaded with DASH passes, LADOT passes, EZ Transit passes or stored value (cash).

LADOT
TRANSIT

LADOTTRANSIT.COM (213, 310, 323 or 818) 808-2273



AVISO DE AUDIENCIAS PÚBLICAS PARA DISCUTIR LAS PROPUESTAS DE CAMBIOS Y ADICIONES A LOS SERVICIOS DASH, COMMUTER EXPRESS, CITYRIDE, Y LAS POLÍTICAS DEL TÍTULO VI

El Grupo de Transit del Departamento de Transporte de la Ciudad de Los Ángeles (LADOT Transit) tendrá audiencias públicas para discutir las propuestas de cambios y adiciones a los servicios DASH, Commuter Express, y Cityride, y políticas de Título VI. Las audiencias públicas se celebrarán en toda el Área de servicio de LADOT Transit, en los siguientes lugares y fechas:

SÁBADO, 20 DE AGOSTO • 1-2PM

Robert M. Wilkinson Multi-Purpose Center
8956 Vanalden Ave, Northridge, 91324

MIÉRCOLES, 24 DE AGOSTO • 6-7PM

Felicia Mahood Multipurpose Center
11338 Santa Monica Blvd, Los Angeles, 90025

LUNES, 22 DE AGOSTO • NOON-1PM

Caltrans Building, Conference Room 01.037
100 South Main St, Los Angeles, 90012

LUNES, 29 DE AGOSTO • 6-7PM

San Pedro Library, Community Room
931 South Gaffey St., San Pedro, 90731

LUNES, 22 DE AGOSTO • 6-7PM

Constituent Service Center
8475 South Vermont Ave, Los Angeles, 91324

MARTES, 30 DE AGOSTO • 6-7PM

Hollywood Recreation Center
1122 Cole Avenue Los Angeles, 90038

MARTES, 23 DE AGOSTO • 6-7PM

Glassell Park Senior and Community Center
3750 Verdugo Road, Los Angeles, 90064

MIÉRCOLES, 31 DE AGOSTO • 6-7PM

Marvin Braude Constituent Service Center,
Room 1A
6262 Van Nuys Blvd., Van Nuys, 91401

CONTINUES ON REVERSE



סקר נוסעים ב-2016 COMMUTER EXPRESS

מידי פעם ל.ה.ג.ת מבקש מנוסעי קומיוטר אקספרס למלא סקר על איכות השירות. LADOT רוצה לדעת איך אתה משתמש בשירות ומה על ל.ה.ג.ת לעשות כדי לשפר את השירות. כל התשובות יישמרו באופן אנונימי

1. באיזה קו של "קומיוטר אקספרס" אתה נוסע עכשיו?
מספר הקו _____
2. כמה זמן אתה נוסע/ת בקומיוטר אקספרס?

<input type="radio"/> פחות מחודש	<input type="radio"/> שנה עד שנתיים
<input type="radio"/> חודש עד שישה חודשים	<input type="radio"/> משנתיים עד חמש יותר
<input type="radio"/> שבועה חודשים עד שנה	<input type="radio"/> יותר מחמש שנים
3. כמה פעמים בשבוע בדרך כלל אתה נוסע במסלול זה?
נא סמן אחת.

<input type="radio"/> חמישה ימים או יותר	<input type="radio"/> יום עד יומיים
<input type="radio"/> ארבעה ימים	<input type="radio"/> פחות מפעם בשבוע
<input type="radio"/> שלושה ימים	<input type="radio"/> נוסע בפעם הראשונה
4. מה מטרת הנסיעה שלך היום?

<input type="radio"/> עבודה	<input type="radio"/> חברתית
<input type="radio"/> לימודים	<input type="radio"/> עסקים אישיים
<input type="radio"/> קניות	<input type="radio"/> אחר
<input type="radio"/> רפואית	
5. אחרי שעזבת את ביתך הבוקר כיצד הגעת אל תחנת קומיוטר אקספרס?

<input type="radio"/> בהליכה, כמה רחובות? _____	<input type="radio"/> בהסעה על ידי אדם אחר					
<input type="radio"/> בנהיגה	<input type="radio"/> באופניים					
<input type="radio"/> במעבר מתחנת שירות אחרת. איזה? <table border="0"> <tr> <td><input type="radio"/> בקו אחר של קומיוטר אקספרס</td> <td><input type="radio"/> בשרות אוטובוס אחר</td> </tr> <tr> <td><input type="radio"/> באוטובוס של מטרו (MTA)</td> <td><input type="radio"/> מטרו/לינק</td> </tr> <tr> <td><input type="radio"/> מטרו: קו אדום, ירוק, כחול, זהב, כחום, סגול, אקספו וכסף</td> <td><input type="radio"/> DASH</td> </tr> </table>	<input type="radio"/> בקו אחר של קומיוטר אקספרס	<input type="radio"/> בשרות אוטובוס אחר	<input type="radio"/> באוטובוס של מטרו (MTA)	<input type="radio"/> מטרו/לינק	<input type="radio"/> מטרו: קו אדום, ירוק, כחול, זהב, כחום, סגול, אקספו וכסף	<input type="radio"/> DASH
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<input type="radio"/> באוטובוס של מטרו (MTA)	<input type="radio"/> מטרו/לינק					
<input type="radio"/> מטרו: קו אדום, ירוק, כחול, זהב, כחום, סגול, אקספו וכסף	<input type="radio"/> DASH					
6. אם נהגת לתחנת האוטובוס היום והתנית את מכוניתך, האם מצאת חניה?

<input type="radio"/> בקלות רבה	<input type="radio"/> בקושי רב
<input type="radio"/> בקלות בינונית	<input type="radio"/> לא מתאים
7. בנסיעתך חזרה בקומיוטר אקספרס, איך הגעת לתחנת האוטובוס של קומיוטר אקספרס?

<input type="radio"/> בהליכה, כמה רחובות? _____	<input type="radio"/> בנסיעה על ידי אדם אחר					
<input type="radio"/> בנהיגה	<input type="radio"/> באופניים					
<input type="radio"/> במעבר מתחנת שירות אחרת. איזה? <table border="0"> <tr> <td><input type="radio"/> בקו אחר של קומיוטר אקספרס</td> <td><input type="radio"/> בשרות אוטובוס אחר</td> </tr> <tr> <td><input type="radio"/> באוטובוס של מטרו (MTA)</td> <td><input type="radio"/> מטרו/לינק</td> </tr> <tr> <td><input type="radio"/> מטרו: קו אדום, ירוק, כחול, זהב, כחום, סגול, אקספו וכסף</td> <td><input type="radio"/> דש</td> </tr> </table>	<input type="radio"/> בקו אחר של קומיוטר אקספרס	<input type="radio"/> בשרות אוטובוס אחר	<input type="radio"/> באוטובוס של מטרו (MTA)	<input type="radio"/> מטרו/לינק	<input type="radio"/> מטרו: קו אדום, ירוק, כחול, זהב, כחום, סגול, אקספו וכסף	<input type="radio"/> דש
<input type="radio"/> בקו אחר של קומיוטר אקספרס	<input type="radio"/> בשרות אוטובוס אחר					
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<input type="radio"/> מטרו: קו אדום, ירוק, כחול, זהב, כחום, סגול, אקספו וכסף	<input type="radio"/> דש					
8. האם יש ברשותך כרטיסיית TAP?

<input type="radio"/> כן	<input type="radio"/> לא
--------------------------	--------------------------
9. האם אתה מודע לקיומה של אפליקציית "LA MOBILE" כדי לשלם את דמי הנסיעה?

<input type="radio"/> כן	<input type="radio"/> לא
--------------------------	--------------------------

אם כן, האם השתמשת בה?

<input type="radio"/> כן	<input type="radio"/> לא
--------------------------	--------------------------

אם כן, האם אתה עדיין משתמש/ת בה?

<input type="radio"/> כן	<input type="radio"/> לא
--------------------------	--------------------------

אם לא, למה לא?

10. האם המעסיק שלך משתתף בחלק מהוצאות הנסיעה שלך?

<input type="radio"/> כן	<input type="radio"/> לא
<input type="radio"/> לא מתאים	
11. מדוע אתה משתמש בקומיוטר אקספרס בנסיעה זאת?
סמן את כל התשובות המתאימות.

<input type="radio"/> אין ברשותי רכב לנסיעה זו	<input type="radio"/> נסיעה באוטובוס זולה יותר מנהיגה
<input type="radio"/> לא אוהבת/ת לנהוג בחנועה	<input type="radio"/> ניצול זמן הנסיעה ביעילות
<input type="radio"/> לא יכול/ת לנהוג	<input type="radio"/> אחר, פרט בבקשה
12. לוח זמן הגעת האוטובוס זמין למסלולי הנסיעה של קומיוטר אקספרס. האם השתמשת בשירות הזה?

<input type="radio"/> כן	<input type="radio"/> לא
--------------------------	--------------------------

אם השתמשת בשירות זה, נא דרג לפי שביעות רצונך:

<input type="radio"/> מאוד מרצה	<input type="radio"/> מרצה חלקית
<input type="radio"/> מרצה חלקית	<input type="radio"/> מאוד לא מרצה
<input type="radio"/> לא מרצה ולא לא מרצה	<input type="radio"/> מעולם לא השתמשתי

סקר ממשיך מצד שני של 📄

▲ ▲ ▲ ▲ ▲

2016 Survey para sa mga Pasahero ng Community DASH

Kailangan ng LADOT ang iyong opinyon tungkol sa rutang ito ng DASH. Mangyaring sagutin itong importanteng survey. Hindi lisiswalat ang pangalan ng mga taong sumagot.

1. Saang ruta ng DASH ka sumasakay?

2. Gaano ka kadalas sumasakay nitong ruta ng DASH?

<input type="radio"/> 5 araw o higit pa sa isang linggo	<input type="radio"/> 1-3 araw sa isang buwan
<input type="radio"/> 3-4 na araw sa isang linggo	<input type="radio"/> Wala pang isang beses sa isang buwan
<input type="radio"/> 1 o 2 araw sa isang linggo	<input type="radio"/> Unang pagkakataong sumakay

3. Ano ang pangunahing dahilan ng iyong biyahe ngayong araw?

<input type="radio"/> Trabaho o kaugnay sa trabaho	<input type="radio"/> Pamamasyal
<input type="radio"/> Pag-aaral	<input type="radio"/> Personal
<input type="radio"/> Pamimili	<input type="radio"/> Panlibang
<input type="radio"/> Medikal	<input type="radio"/> Iba pa

4. Liliptat ka ba sa ibang bus o tren pagkababa mo nitong DASH?

<input type="radio"/> Hindi	
<input type="radio"/> Oo; aling serbisyo?	<input type="radio"/> MetroLink
<input type="radio"/> DASH	<input type="radio"/> Metro Rail (Red/Green/Blue/Orange/Gold/Purple/Expo/Silver Line na Linya)
<input type="radio"/> Metro Bus	<input type="radio"/> Iba pa

5. Mayroon ka bang TAP card?

<input type="radio"/> Mayroon	<input type="radio"/> Wala
-------------------------------	----------------------------

Kung oo, ginamit mo ba ito para bayaran ang pamasaha mo sa DASH?

<input type="radio"/> Yes	<input type="radio"/> No
---------------------------	--------------------------

Kung hindi, alam mo ba na sa pamamagitan ng paggamit ng TAP kard, maaari kang bumili ng lingguhan o buwanang hindi limitadong pagsakay na mga passes ng DASH o magbayad ng 35¢ bawat sakay gamit ang stored value (prepaid cash) sa iyong TAP kard?

<input type="radio"/> Yes	<input type="radio"/> No
---------------------------	--------------------------

6. Alam mo ba ang LA Mobile app para pambayad sa iyong pamasaha?

<input type="radio"/> Oo	<input type="radio"/> Hindi
--------------------------	-----------------------------

Kung oo, nagamit mo ba ito?

<input type="radio"/> Oo	<input type="radio"/> Hindi
--------------------------	-----------------------------

Kung oo, ginagamit mo pa ba ito?

<input type="radio"/> Oo	<input type="radio"/> Hindi
--------------------------	-----------------------------

Kung hindi, bakit hindi?

7. Kung walang makukuhang serbisyo ng DASH, paano ka sana nagbiyahe ngayong araw?

<input type="radio"/> Nagmaneho ng aking kotse	<input type="radio"/> Sumakay sa ibang bus/tren
<input type="radio"/> Naglakad	<input type="radio"/> Nakisakay sa ibang tao
<input type="radio"/> Nagbisikleta	<input type="radio"/> Taxi
<input type="radio"/> Hindi natuloy ang biyahe	

8. Sa kalahatan, ano ang opinyon mo sa serbisyo ng DASH?

<input type="radio"/> Napakahusay	<input type="radio"/> Katamtaman
<input type="radio"/> Mahusay	<input type="radio"/> Masama
<input type="radio"/> Mabuti	

16. Kung nais mong makatanggap ng impormasyon tungkol sa mga pagkaantala o pagbabago sa serbisyong DASH, mangyaring maglaan ng sumusunod na impormasyon:

Pangalan o Numero ng Ruta _____ Email Address: _____

Pinapahalagahan ang anumang karagandang puna tungkol sa serbisyo ng DASH. _____

9. Sabihin kung ano ang iyong opinyon tungkol sa bawa't isa sa pamamagitan ng pagsulat ng X mga sumusunod.

	Nagpapahusay	Mahusay	Katamtaman	Masama
Dumarating ang mga bus sa itinakdang oras				
Magagalang ang mga drayber				
Kalinisan ng mga bus				
Distansya sa pagitan ng aking bahay at sa hintuan ng bus				
Pamasaha				
May makukuhang impormasyon tungkol sa serbisyo				
Makakalipat sa ibang mga serbisyo				
Mga araw na may serbisyo				
Mga oras na may serbisyo				
Kaligtasan habang nakasakay				
Kaligtasan habang naghihintay sa mga hintuan				
Itinakdang oras sa pagitan ng pagdating at pagalis ng mga bus				

Mangyaring ipaliwanag ang mga dahilan para sa mga sinagot na opinyong **KATAMTAMAN** o **MASAMA**.

10. May nagamit ka bang sasakyan para sa biyaheng ito?

<input type="radio"/> Oo	<input type="radio"/> Hindi
--------------------------	-----------------------------

11. Nakalista sa ibaba ang ilang posibleng pagpapaganda sa serbisyong DASH ng Komunidad. Lagyan ng 1 katabi ng pagpapagandang pinakamahalaga sa iyo. Lagyan ng 2 sa pangalawa mong napili.

<input type="checkbox"/> Pagbabago sa pagruruta	<input type="checkbox"/> Mas maagang serbisyo sa umaga
<input type="checkbox"/> Mas madalas na serbisyo	<input type="checkbox"/> Mas huling serbisyo sa gabi
<input type="checkbox"/> Mas malilinis na bus	<input type="checkbox"/> Magdagdag ng mga hintuan sa ruta
<input type="checkbox"/> Mas maraming mga bangko at silungan sa ruta	<input type="checkbox"/> Mas maraming serbisyo kapag Sabado
	<input type="checkbox"/> Mas maraming serbisyo kapag Linggo

12. Ano ka?

<input type="radio"/> Asyanong Amerikano/Taga-Isla Pasipiko	<input type="radio"/> Katutubong Amerikano
<input type="radio"/> Itim/Aprikonong Amerikano	<input type="radio"/> Puti/Caucasian
<input type="radio"/> Latino	<input type="radio"/> Iba _____

13. Ano ang kabuuan ng pinagsamang kinita ng bawa't tao na nakatira sa iyong sambahayan nitong nakaraang 12 buwan?

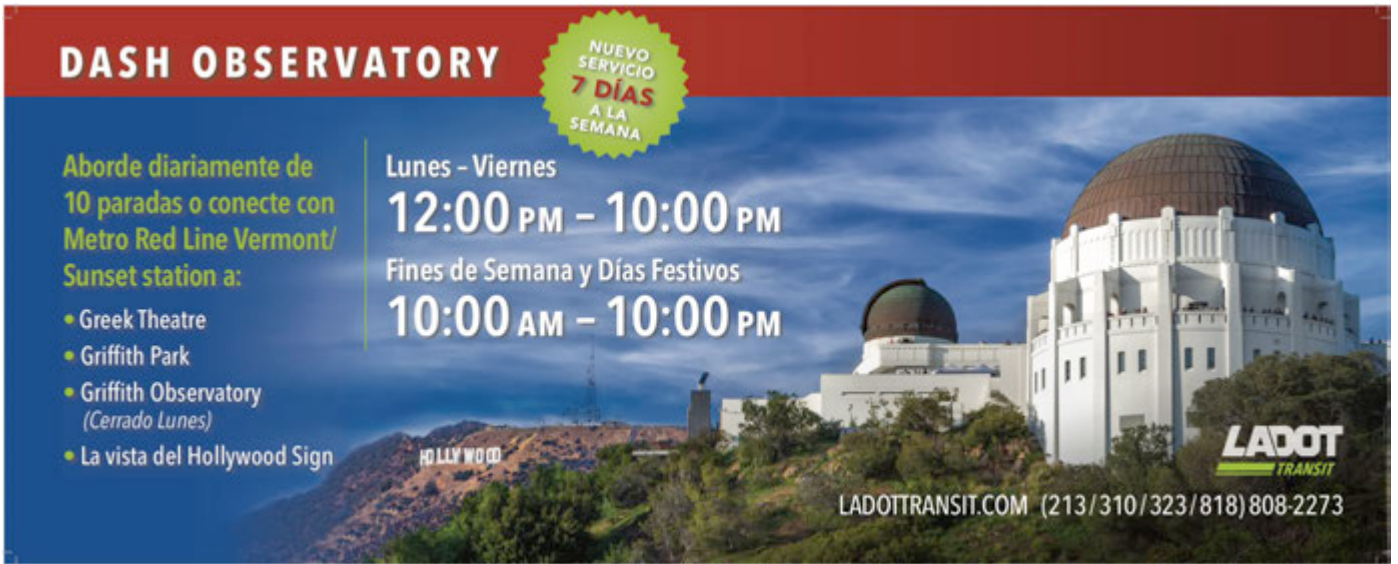
<input type="radio"/> Wala pang \$10,000	<input type="radio"/> \$50,000 hanggang \$59,999
<input type="radio"/> \$10,000 hanggang \$19,999	<input type="radio"/> \$60,000 hanggang \$69,999
<input type="radio"/> \$20,000 hanggang \$29,999	<input type="radio"/> \$70,000 hanggang \$100,000
<input type="radio"/> \$30,000 hanggang \$39,999	<input type="radio"/> Higit sa \$100,001
<input type="radio"/> \$40,000 hanggang \$49,999	

14. Ilang taon ka na? _____

15. Ikaw ba ay:

<input type="radio"/> Lalaki	<input type="radio"/> Babae
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DASH OBSERVATORY

NUEVO SERVICIO
7 DÍAS
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- Griffith Park
- Griffith Observatory
(Cerrado Lunes)
- La vista del Hollywood Sign

Lunes - Viernes
12:00 PM – 10:00 PM

Fines de Semana y Días Festivos
10:00 AM – 10:00 PM

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