

2018 Title VI Program Update



2015 to 2018 Report to the Federal Transit Administration in accordance with The Civil Rights Act of 1964 and FTA Circular 4702.1B Title VI Program Guidelines for Federal Transit Administration Recipients

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

TITLE VI PROGRAM UPDATE

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ATTACHMENTS

- A: LADOT Transit’s Annual Certifications and Assurances
- B: Council File 05-0002-S14
- C: Title VI Complaint Form, in Korean and Armenian
- D: Title VI In-Vehicle Notice

APPENDICES

- 1: Transit Service Analysis Marketing Plan
- 2: Transit Service Analysis Title VI Analysis
- 3: LEP Plan
- 4: Environmental Re-evaluation Documents for New Facility
- 5: Transit Service Analysis

INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. The City of Los Angeles Department of Transportation's Transit Services Office (LADOT Transit) is committed to ensuring that the level and quality of its Commuter Express, DASH, and Cityride services are provided with equal access for minorities, persons with limited English proficiency (LEP), and low-income populations.

NO PERSON IN THE UNITED STATES SHALL, ON THE GROUND OF RACE, COLOR, OR NATIONAL ORIGIN, BE EXCLUDED FROM PARTICIPATION IN, BE DENIED THE BENEFITS OF, OR BE SUBJECTED TO DISCRIMINATION UNDER ANY PROGRAM OR ACTIVITY RECEIVING FEDERAL FINANCIAL ASSISTANCE.

LADOT Transit has prepared this program update to document its compliance with the Title VI requirements of the Federal Transit Administration (FTA) Title VI Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." effective October 1, 2012 ("Circular"). This program update covers the period from October 20, 2015 to November 30, 2018.

While the Supervising Transportation Planner/Division Head for Specialized Transit and Grants is responsible for the administration and monitoring of LADOT Transit's Title VI Program, LADOT Transit considers it the duty of every agency employee and the employees of its private service contractors to ensure that transit services, programs, and activities are delivered without barriers and in ways that further civil rights protections.

Overview – LADOT Transit

Transit services have been provided by the City of Los Angeles Department of Transportation (LADOT Transit) for 32 years, starting with consolidation of city-operated dial-a-ride services for seniors and the disabled and followed by assumption of the operation of the Downtown Mini-Ride shuttle service in 1985. LADOT Transit was first designated by the Los Angeles County Transportation Commission (predecessor to the Los Angeles County Metropolitan Transportation Authority or Metro) as an Included Eligible Municipal Operator in 1991.

The City of Los Angeles Department of Transportation (LADOT) is a department of the City of Los Angeles, an incorporated municipality and charter city under the laws of the State of California. LADOT Transit provides express bus, neighborhood circulator, voluntary paratransit services and charter bus services to the greater Los Angeles region. In 2017 LADOT Transit services carried more than 22 million riders, the majority of whom were minority and low-income riders. LADOT Transit provides neighborhood circulator, workday commuter and senior and disabled services that consistently receive high ratings from the riders of these services. LADOT Transit's services are a major part of the regional transportation infrastructure providing access to the regional network developed by the Los Angeles County Metropolitan Transportation Authority.

LADOT Transit provides customer service and user information including multi-lingual materials developed as a result of LADOT Transit's 2012 Limited English Proficiency Plan. LADOT Transit does not provide traditional transit amenities, such as shelters and benches; these are under the purview of the City of Los Angeles Bureau of Street Services and the Los Angeles County Metropolitan Transportation Authority (Metro). LADOT Transit does, however, work collaboratively with these agencies for the placement of shelters and benches.

The policies of LADOT Transit are determined by three representative bodies: the Los Angeles City Council, the Board of Transportation Commissioners and the Taxi Cab Commission. LADOT Transit contracts with private service providers for the provision of all its services, and those contractors are made aware of and required to comply with the Title VI responsibilities of LADOT Transit as part of their contractual obligations to the agency. The planning, marketing, monitoring, and funding of the services are the responsibility of the LADOT Transit staff under the direction of the General Manager of LADOT and LADOT's Chief of Transit Programs.

LADOT TRANSIT IS COMMITTED TO ENSURING THAT NO PERSON IS EXCLUDED FROM PARTICIPATION IN, OR DENIED THE BENEFITS OF ITS SERVICES ON THE BASIS OF RACE, COLOR OR NATIONAL ORIGIN AS PROTECTED BY TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED.

Pursuant to the requirements of the United States Department of Transportation's Federal Transit Administration (FTA) Circular 4702.1B, LADOT Transit must establish and monitor system performance under quantitative service standards and qualitative service policies. In addition, LADOT Transit must establish service and fare equity policies to evaluate the impacts of a major service and fare changes on minority and low-income populations.

Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the USDOT's Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances to FTA.

LADOT Transit's Annual Certifications and Assurances are contained in **Attachment A**.

Overview – Title VI

Title VI removes barriers and conditions that prevent minority, low-income, limited English proficiency (LEP), and other disadvantaged groups and persons from receiving access to, participating in, and benefitting from federally assisted programs, services and activities. In effect, Title VI promotes fairness and equity in federally-assisted programs and activities and is based on the fundamental principle that all human beings are created equal. Title VI is rooted in the constitutional guarantee that all human beings are entitled to equal protection of the law while specifically addressing the involvement of impacted persons in the decision-making process.

Title VI Discrimination

There are many forms of illegal discrimination based on race, color, or national origin that can limit the opportunity of under-represented communities to gain equal access to services and programs. In operating a federally assisted program, a recipient cannot, on the basis of race, color, or national origin, either directly or through contractual means:

- Deny program services, aids, or benefits;
- Provide a different service, aid, or benefit, or provide them in a manner different than they are provided to others; or
- Segregate or separately treat individuals in any matter related to the receipt of any service, aid, or benefit.

Additionally, related regulations and statutes expanded the range and scope of Title VI coverage and applicability to prohibit discrimination on the basis of disability, age, sex, income, and LEP as an extension of national origin.

Programs Covered by Title VI

The Civil Rights Restoration Act of 1987 amended each of the affected statutes by adding a section defining the word "program" to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives Federal financial assistance. LADOT Transit is a recipient of Federal Transit Administration grants and must comply with this requirement.

The FTA requires that all direct and primary recipients document their compliance with the USDOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years. For all recipients, the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

In the case of LADOT Transit, the appropriate governing entity is the Los Angeles City Council. In a 2005 motion, the General Manager of the Department of Transportation or his/her designee was granted the authority to execute and file the administrative paperwork on behalf of City of Los Angeles with the Federal Transit Administration (FTA) for Federal Assistance authorized by 49 U.S.C. Chapter 53, Title 23, United States Code, or other Federal statutes authorizing a project administered by the FTA, including the annual certification of assurances and other documents the FTA requires before awarding a Federal assistance grant or cooperative agreement. A copy of the council file (05-0002-S14) showing adoption of the motion is included as **Attachment B**.

Current Status of Compliance with Title VI Program Requirements

LADOT Transit submitted its "2015 Title VI Program Update," in compliance with the previous Title VI Circular requirements, on February 2, 2017. The Federal Transit Administration (FTA) reviewed that submission and considers LADOT Transit to be in compliance.

In accordance with this submittal, LADOT Transit will monitor and evaluate system performance relative to the service standards and policies contained herein, no less than every three years.

PART I – GENERAL REQUIREMENTS

The General Requirements section of this report contains Title VI Program components required in Chapter III of FTA Circular 4702.1B. This section includes the following information:

1. Public Notice
2. Complaint Procedures
3. List of Investigations, Complaints, and Lawsuits
4. Public Participation Plan
5. Language Assistance Plan
6. Board Membership and Recruitment
7. Subrecipient Monitoring
8. Equity Analysis (if applicable)

Title VI Notice

LADOT Transit Title VI Policy Statement

The Los Angeles City Department of Transportation complies with all federal requirements under Title VI of the Civil Rights Act of 1964, as amended. LADOT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin.

LADOT Transit posts the Title VI public notice on the agency website, in all vehicles, and in the LADOT Transit Customer Service Center located in the LA Mall in Downtown Los Angeles. The complaint procedures are available on website and the Customer Service Center provides a form that can be used to file a complaint. The complaint form, in English and Spanish, is included as **Attachment C**, and the in-vehicle notice is included as **Attachment C**

Below is a chart depicting the level of Title VI Notification dissemination by location:

Title VI Notification Displays

Location	Medium for Display	Number¹
Transit Buses/Vans	paper posting	371
Website	webpage	225 views
Downtown LA locations	paper posting	8
Collateral Materials Service Area Wide	flyers (for pick up)	350,000

¹ Average annual numbers for years 2016, 2017 and 2018; Downtown LA locations include Customer Service Center and LADOT offices.

Title VI Complaint Procedure

Any person who believes they have been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by LADOT Transit may file a complaint by completing and submitting LADOT Transit's Title VI Complaint form.

LADOT Transit's Title VI complaint procedures are posted on the ladottransit.com website and are as follows:

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with LADOT.

The complaint must be filed within 180 days of the date of the alleged discrimination. To file a formal complaint, you may download the complaint form in English, (other languages are available at the links above) or you can pick up a form at the LADOT Transit Customer Service Center, 201 N. Los Angeles St, Space 16, Los Angeles, CA 90012. Written complaints may be sent to:

*Title VI Liaison
LADOT Transit Bureau
100 S. Main Street, 10th Floor,
Los Angeles, CA, 90012*

You may also email us or you may contact the Title VI Liaison at 213-928-9769.

Complainants will receive a written response from LADOT with regard to their complaint. LADOT will endeavor to complete the investigation and send a written response within 60 days of receipt of the complaint.

In addition to the Title VI complaint process at LADOT, a complainant may file a Title VI complaint with the Federal Transit Administration, Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839.

Any customer who files a general complaint directly through ladottransit.com or in person to the LADOT Transit Customer Service Center referring to discrimination on the basis of race, color or national origin are directed to or provided with LADOT Transit's Title VI complaint form and complaint procedures.

Any complaints that are received alleging the violation of civil rights are given priority status. LADOT Transit review, investigation and resolution of Title VI complaints is conducted under the lead and coordination of the Supervising Transportation Planner/Division Head for Specialized Transit and Grants.

LADOT Transit investigates complaints received no more than 180 days after the alleged incident. LADOT Transit will process complaints that are complete and verified by investigation. Once a completed complaint is received, LADOT Transit will review it to determine its jurisdiction. The complainant will receive an acknowledgement letter informing whether the complaint will be investigated by LADOT Transit.

LADOT Transit will complete an investigation within 60 days from receipt of a completed complaint form. LADOT Transit may contact the complainant if more information is needed to resolve the case. Unless LADOT Transit specifies a longer period, the complainant will have ten days from the date of the letter to send requested information to the LADOT Transit investigator assigned to the case.

If LADOT Transit's investigator is not contacted by the complainant or does not receive the additional information within the required timeline, LADOT Transit may administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

After an investigation is complete, LADOT Transit will issue a letter to the complainant summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with LADOT Transit's determination, a reconsideration request may be made by submitting a request in writing to LADOT Transit's Chief of Transit Programs within seven days after the date of LADOT Transit's letter, stating with specificity the basis for the reconsideration. The LADOT Transit Chief of Transit Programs will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten days. In cases where reconsideration is granted, LADOT Transit will issue a determination letter to the complainant upon completion of the reconsideration review.

Title VI Complaints, Investigations, and Lawsuits

LADOT Transit did not receive any complaints during this report period that were determined to be a civil rights violation, therefore no Title VI investigations took place. No Title VI lawsuits were filed with the FTA or with local, state, or federal courts.

Public Participation Plan

LADOT Transit has an established, comprehensive public involvement process to ensure the public, especially minority, LEP, and low-income populations, are engaged through public outreach activities. LADOT Transit serves a large urban area whose population is minority majority and also prevalently LEP and low-income. LADOT Transit prioritizes the integration of these populations into the agency's public engagement activities.

LADOT Transit regularly schedules outreach activities to ensure the participation of public in the major transportation policy decisions of the department. This includes engaging with the riders of LADOT Transit as well as the communities served by Commuter Express, DASH and Cityride services.

The foundation of LADOT Transit's Public Participation Plan is the use of market research and engagement to understand the needs of the community and to allow for public input into decisions on how Commuter Express, DASH and Cityride services are designed and delivered. LADOT Transit conducts regular surveys of its riders every two to three years to determine their satisfaction with the department's services and to prioritize those characteristics of service most important to riders. LADOT Transit consistently engages the public with regular outreach into the communities that it serves. The agency maintains an Outreach Team that attends community events and meetings seven days a week throughout the year.

LADOT Transit develops strategic marketing, public participation, and outreach plans tailored individually for its services, activities, and projects. A recent plan developed for the Transit Service Analysis implementation is included as **Appendix 1**. LADOT Transit's public participation activities and outreach materials are designed to specifically engage minority and low-income populations and are offered in multiple languages with resources for populations with limited English proficiency.

LADOT Transit utilizes its own ridership, customer service, outreach and operating data, as well as census data to identify routes and communities in its service area with significant numbers of minority, LEP, and low-income populations. LADOT Transit marketing, outreach, and customer service staffs use the agency's research to determine how, where, and when to effectively communicate with these populations and encourage their participation. LADOT Transit's Planning and Operations staffs also use this data in the design and delivery of the agency's services.

LADOT Transit's Customer Service Center fields walk-in, telephone, email, and mail inquiries and comments from riders and the general public weekly. On an annual basis, the Customer Service Center serves an average of 5,000 walk-in customers and fields 75,000 calls. The LADOT Transit website, ladottransit.com, accepts comments and suggestions from the public with an annual average of 6,000 comments received through this portal. Each and every commendation, complaint and suggestion, receives a response.

In proposing service or fare changes, LADOT Transit uses a variety of methods to communicate proposed changes and solicit feedback from the community and target populations. LADOT Transit also engages in extensive community outreach in conjunction with projects or studies to ensure that impacted residences, businesses, schools, community-based and faith-based organizations are informed about the impacts and benefits of a project and are provided an opportunity for input in planning and implementation. These outreach activities are guided by LADOT Transit's LEP Plan, ensuring that there is ready access to language specific information or support for LEP persons.

On routes serving neighborhoods where there are a significant number of limited English proficient riders, LADOT Transit staff translates materials to ensure those populations can participate. Special attention is paid to the identification of any transit-dependent persons

potentially affected by a route or service change by onboard notifications, online promotion, news releases, and communications through the District Offices of the members of the Los Angeles City Council. LADOT Transit stages its hearings and meetings at venues served by its own services.

LADOT Transit utilizes a number of communications strategies to engage minority, LEP, and low-income populations. In addition to publishing materials in more than one dozen languages, representative of those populations identified in LADOT Transit's LEP Plan, LADOT Transit places advertisements in ethnic/minority publications and dispatches LADOT Transit Ambassadors to interact with riders and the community regarding service or fare changes.

LADOT Transit continues to improve the methods by which it communicates with riders and the general public through regular evaluation of outreach activities at monthly marketing meetings, its use of social media including Instagram and SnapChat, its communications with riders through LA Mobile (payment application), LADOT Bus and independent applications, and, most importantly, by solidifying relationships with community and faith-based organizations, Council District offices, large employers, and government agencies.

Public Participation Highlights

The following is a summary of LADOT Transit's inclusive public participation since its 2015 Title VI Program submission. The following summary covers this review period and includes outreach conducted for any fare and service changes as well as for other projects during that period.

1. 2015 OUTREACH HIGHLIGHTS

LADOT Transit held a series of public hearings in support of its transit service analysis, Moving Forward Together, that are detailed in the following section that describes project specific public engagement.

In 2015, LADOT Transit also began a demonstration of mobile fare payments. This initiative was focused on making fare payment as convenient as possible for all riders and to remove a traditional barrier to transit use for non-riders. The mobile application, called LA Mobile, was supported by Ambassadors who rode LADOT Transit Commuter Express and DASH buses throughout the city demonstrating how to download and use the application. LADOT Transit continued its outreach efforts with these activities:

- Outreach to community and faith-based organizations throughout the City of Los Angeles
- Ambassador Teams riding Commuter Express and DASH buses and attending events in neighborhoods
- Distributed materials through Los Angeles City Council District Offices
- Placed advertising on the interior and exterior of the LADOT Transit fleet to make riders and the public aware of service changes and the availability of the new TAP smart card

- Continued to develop the working relationship with the Los Angeles Unified School District to promote the use of LADOT Transit services to student populations resulting in the sale of DASH passes to LAUSD students
- Participated in more than five dozen employer-sponsored events to promote the use of LADOT Transit services
- Continued the working relationship with the Downtown Los Angeles Arts Community. In 2014, this relationship generated the LADOT Transit TAP Design Competition that enlisted local artists to design LADOT Transit's next generation of TAP smart cards.
- Increased the use of social media and grew the number of followers

2. 2016 OUTREACH HIGHLIGHTS

In January of 2016, LADOT Transit unveiled its mobile sales van at Councilmember Jose Huizar's Night on Broadway event held in Downtown Los Angeles with an attendance of 60,000. The mobile sales van was launched to allow riders convenient access to service information and to purchase fares or reload fares on TAP smart cards.

LADOT Transit also expanded its outreach team, dispatching team members to events seven days a week in an effort to provide more in-person/one on one information to riders and the general public, especially low-income, LEP, and minority riders. The outreach team and mobile sales van visit over 200 events and locations a year with regular monthly outreach at libraries, schools, farmers markets, and community centers. Below is a partial list of events and locations that the mobile sales van and outreach team visited during this review period:

	2016	2017	2018
January	<ul style="list-style-type: none"> • Canoga Park Senior Citizens Center • Night on Broadway (DTLA) • Presentations to Metro vendors to sell LADOT Transit fare media 	<ul style="list-style-type: none"> • Polar Bear Plunge • Martin Luther King Day Fair • School Night Movies • Pan Pacific Senior Center 	<ul style="list-style-type: none"> • Griffith Park Run Marathon • West Valley Regional Library • Pico Union Library • Hollywood Library • Highland Park Farmers Mkt
February	<ul style="list-style-type: none"> • Lunar New Year (Chinatown) • Highland Park Farmers Market • Connect the DOTS/Great Streets (Van Nuys) 	<ul style="list-style-type: none"> • Mark Twain Library • Arroyo Seco Library • Older Adult Transportation Fair • Washington Irving Library • DTLA Farmers Market 	<ul style="list-style-type: none"> • Watts Rising Press Event • Belmont High School • Vernon Library • Washington Library • Port of LA Lunar Year Festival • Lincoln Hts Peace March
March	<ul style="list-style-type: none"> • CSUN Transpo Summit • Lantern Festival (DTLA) • Spring Egg Hunts (CDs 1, 12, 13, 4, 7) • California Arbor Day 	<ul style="list-style-type: none"> • Hawaiian Ave Elementary School • Wilmington Library • Wilshire Library • Green Living Fair 	<ul style="list-style-type: none"> • Coco Carnival Fiesta • 4th Annual Community Cesar Chavez Appreciation • Say Hello Spring & Lincoln Park Community Event
April	<ul style="list-style-type: none"> • Burbank & Glendale Disney Commuter Fairs • Songkram Festival • Sherman Oaks Homeowners Association • Earth Day Celebrations (Glassell Park, Glendale) • POLA High School • Hillcrest Dr Elem. School 	<ul style="list-style-type: none"> • LADWP Rideshare • LA Sanitation Earth Day • Brentwood Residents Fair • Arbor Day (Thousand Oaks) • Encino Park & Ride • Older Adult Transportation Pop-Up • Eagle Rock Farmers Mkt. • B of A Farmers Market • Chinatown Library 	<ul style="list-style-type: none"> • Disney Environmental 2018 (Burbank) • Tools for Transformation 12 (LA Jr Blind of America) • Earth Day Event/Green Expo 2018 (Calabasas) • Older Adult Transportation (N. Hollywood) • Environmental/Climate Event (Harbor City Recreation)

	<ul style="list-style-type: none"> • Banning High School 		
May	<ul style="list-style-type: none"> • LA Senior Symposium • Sherman Oaks Green Living • Watts CicLAvia • Grand Opening of LADOT Transit New Customer Service Center • Eagle Rock Library • Grant Elementary School • Coliseum Elementary School 	<ul style="list-style-type: none"> • CD 12 Townhall Mtg • Family, College & Career Fair • Moms Helping Moms • Equitas Academy Elem. • Angelica Lutheran Church Community Lunch • Panorama City Library • Maternal & Child Access Center 	<ul style="list-style-type: none"> • Mother's Day Luncheon Event with CD 8 & 9 • Adult Comm. Transpo Fair @ Griffith Park • One Gen. 10th Annual Fair in Reseda • 3rd Annual Career Fair (Boyle Heights) • Youth Leadership Teen Event (Highland Park)
June	<ul style="list-style-type: none"> • Arbor Day • Hawaiian Family Festival • East Hollywood Safe Summer • NOHO Movie Night 	<ul style="list-style-type: none"> • Van Nuys Comm. Block Party • CD 1 Resource Fair • CD 13 Inauguration • 6th & Witmer targeted TAP sales 	<ul style="list-style-type: none"> • LATTTC 3rd Annual Latina Conference • Summer Natsu Matsuri Festival (West LA) • Wheelchair Wash & Resource (Van Nuys)
July	<ul style="list-style-type: none"> • Eagle Rock Fireworks Show • Expo Park 4th • Hollywood Movie Night • Central Ave Festival • Pico Union Library • Highland Park Farmers Market 	<ul style="list-style-type: none"> • Junipero Serra Library • Fairfax Senior Fair • DTLA Farmers Mkt • Watts Library • City Terrace Park • Lotus Festival (Echo Park) 	<ul style="list-style-type: none"> • 4th of July Community Festival (South LA) • Leimert Park Art Walk • Maternal Children's Health Center of Pico Union • Annual Resource Fair (Wilmington)
August	<ul style="list-style-type: none"> • Dia de los Salvadorians • Emergency Preparedness Fair (DTLA) • Nisei Week (Little Tokyo) • Latin Jazz Festival • Back to School Night – POLA High School • CHNC Board Meeting • Boyle Heights Neighborhood Council Mtg 	<ul style="list-style-type: none"> • Lotus Festival (Echo Park) • Community Health Fair • Evergreen Recreational Center • SNN's Back to School Fair • Rise Kohyang High School Open House • Camino Nuevo School & Resource Fair • Assumption Elem. School 	<ul style="list-style-type: none"> • Back to School Annual Family Source Event (Canoga Park) • Silver Lake Tree Giveaway (Pico Union) • BBQ w the Cops & Resource Fair (Highland Park) • Welcome to Western St. (Koreatown) • 13th Annual Back to School Event (Southwest LA)
September	<ul style="list-style-type: none"> • Wilmington Family Fiesta • Congress of Neighborhood Councils • IWMD Resource Fair & Senior Event • Audubon Middle School Open House • San Pedro Library • Franklin High School • Los Feliz Library • Studio City Library 	<ul style="list-style-type: none"> • Van Nuys High School Back to School Night • Belvedere Middle School • Yatai Festival • El Grito de Independencia • Sheridan Elementary School • Rowan & Dozier Route Change outreach • Camino Nuevo School Presentation • Senior Luncheon and Event 	<ul style="list-style-type: none"> • Harbor City Community Block Party • 18th Annual Senior Appreciation Luncheon • Free Tree Giveaway/Resource Fair (El Sereno) • Grand Opening Resource Fair (Westlake) • Central Farmers Market • Echo Park Farmers Market
October	<ul style="list-style-type: none"> • Plant Trees on Sherman Way • LACC & UCLA Rideshare Events • Latino Heritage Month • Senior TAP Sales Presentation • POLA High School Parent Event • Pio Pico Koreatown Library • Angeles Mesa Library 	<ul style="list-style-type: none"> • Sherman Oaks Fair • Ernst & Young Rideshare Fair • LACERA Rideshare • Civic Center Rideshare • CicLAvia Chinatown • Vida Sana Farmers Market • Korean Festival • Pan Pacific Senior Center • Fairfax Senior Center • Vermont Square Library 	<ul style="list-style-type: none"> •
November	<ul style="list-style-type: none"> • Benefits Open Season Fair • Van Nuys Family & Health Fair • Dia de los Muertos Festival • Veterans Day Parade • State of the District • Power to the Youth • Ascot Library 	<ul style="list-style-type: none"> • LADWP Rideshare • Gas Company Rideshare • Estrella Park Fair • Providence High School • Watts Rising • ELAOC Fall Open House • Camino Nuevo School 	<ul style="list-style-type: none"> •

		<ul style="list-style-type: none"> • Betty Plascencia Elementary • Panorama City Library School 	
December	<ul style="list-style-type: none"> • Van Nuys Health & Family Festival • El Sereno Winter Jubilee & Holiday Event • Winter Wonderland (Highland Park) • Toy Giveaway & Griffith Park 120 year Celebration • Trainfest & Toy Drive • Christmas Care Exchange • Great Streets Lankershim Pop-Up 	<ul style="list-style-type: none"> • Winter Festivals CDs 6, 8, 11, 14, 15, • Garvanza Elementary School • CicLAvia – Wilshire Koreatown • Christmas Care Brunch w Santa • Pico Union Maternal Center 	<ul style="list-style-type: none"> •

The new LADOT Transit Customer Service Center was also opened in 2016. The Customer Service Center moved to a larger space in the Los Angeles Mall, offering increased service stations for customer service and fare purchases, as well as digital information screens and self-service digital kiosks.

LADOT Transit culminated its efforts with its 2016 Onboard Surveys that determined high levels of rider satisfaction from both Commuter Express and DASH riders, with more than 89% of riders taking the surveys rating services as excellent or very good.

3. 2017 & 2018 OUTREACH HIGHLIGHTS

During 2017 and 2018, LADOT Transit continued its public participation and outreach for the Transit Service Analysis that led to the LADOT Transit Service Expansion Plan. The agency also began development of a microtransit pilot project. The public participation strategies and levels are described in the next section for project specific engagement.

Project Specific Public Engagement

1. TRANSIT SERVICE ANALYSIS / SERVICE EXPANSION PLAN

At the direction of the Los Angeles City Council, LADOT Transit under took a Transit Service Analysis to improve the performance of Commuter Express, DASH and Cityride services:

- Assessing current service performance, identifying best practices, and constructing a framework for recommendations
- Improving the performance and quality of Community DASH, Downtown DASH, and Commuter Express services

The Transit Service Analysis was conducted in compliance with FTA Circular 4702.1B and 49 CFR Section 21.9(b). A copy of the Transit Service Analysis Title VI Analysis is included with this program report as **Appendix 2**.

An initial round of public hearings was held in Spring 2015 to gather rider and general public comment regarding LADOT Transit’s Commuter Express and DASH services. Those hearings were supplemented by a variety of outreach and communications activities including the following:

- Interior and exterior transit advertising
- Rider comment cards
- Website and social media promotion/awareness building
- Advertisement in ethnic/minority newspapers
- Distribution of multi-lingual notices in communities and neighborhoods with Commuter Express and DASH services

In addition, LADOT Transit and its Transit Service Analysis Consultant conducted a series of one-on-one as well as group meetings with members of the Los Angeles City Council and their Transportation Deputies. LADOT Transit will hold more public hearings during the course of the Transit Service Analysis.

LADOT Transit executed a multi-channel, multi-phase outreach plan to collect public feedback during the Transit Service Analysis. LADOT Transit collected input via open houses, public hearings, meetings with stakeholder groups, an online interactive website, a call-in suggestion line, mail, and social media. The first phase of outreach was used to share information about the project and listen to input on recommendations. LADOT Transit held open houses across its service area at the following locations:

Open Houses

Date	Time	Hearing Address
6/8/2015	6:00PM – 7:00PM	Marvin Braude Constituent Service Center 6262 Van Nuys Blvd, Van Nuys
6/9/2015	6:00PM – 7:00PM	Henry Medina West LA Parking Enforcement Facility 11214 W Exposition Blvd, Los Angeles
6/15/2015	12:00 PM-1:00 PM	Caltrans District 7 – DOT 100 S Main St, Los Angeles
6/15/2015	6:00 PM-7:00 PM	South Los Angeles Activity Center 7020 South Figueroa, Los Angeles
6/16/2015	6:00 PM-7:00 PM	Harbor Commission Board Room 425 South Palos Verdes, San Pedro
6/17/2015	6:00 PM-7:00 PM	Ramona Hall Community Center 4580 North Figueroa, Los Angeles

LADOT Transit used the input from the open houses to help shape its recommendations, then held another series of public hearings once it developed its draft recommendations. This gave the public another opportunity to provide feedback on the proposed changes.

Public Hearings

Date	Time	Hearing Address
8/20/2016	1:00 PM-2:00 PM	Robert M. Wilkinson Multi-Purpose Senior Center, 8956 Vanalden Ave, Northridge
8/22/2016	12:00 PM-1:00 PM	Caltrans District 7 – DOT 100 S Main St, Los Angeles
8/22/2016	6:00 PM-7:00 PM	Constituent Service Center 8475 South Vermont Ave, Los Angeles
8/23/2016	6:00 PM-7:00 PM	Glassell Park Senior Center 3759 Verdugo Rd, Los Angeles
8/24/2016	6:00 PM-7:00 PM	Felicia Mahood Multipurpose Senior Center 11338 Santa Monica Blvd, Los Angeles
8/29/2016	6:00 PM-7:00 PM	San Pedro Regional Branch Library 931 S Gaffey St, San Pedro
8/30/2016	6:00 PM-7:00 PM	Hollywood Recreation Center 1122 Cole Ave, Los Angeles
8/31/2016	6:00 PM-7:00 PM	Marvin Braude Constituent Service Center 6262 Van Nuys Blvd, Van Nuys

LADOT Transit held subsequent meetings with Los Angeles City Council District Offices in the neighborhoods that were to receive the enhanced services. LADOT Transit’s public participation activities engaged low-income, minority, and LEP populations within these areas. Notification was made to community and faith-based organizations as well as Neighborhood Councils that are advisory bodies who advocate for their communities.

The Transit Service Analysis recommendations, which are primarily service enhancements, underwent extensive review especially for financial sustainability. The final iteration of the Transit Service Analysis now called the LADOT Transit Service Expansion Plan was approved by the Transportation Committee of the Los Angeles City Council on September 26, 2018 and were forwarded to the full council for passage.

2. MICROTRANSIT PILOT PROJECT

In 2017, LADOT Transit proposed a microtransit pilot for areas underserved by the department’s fixed route services. The city’s Westside, specifically the Palms, Mar Vista, and Del Ray communities could be served with smaller load vehicles using on-demand technology, which would connect passengers with Metro Regional Rail service at the Palms Station. All three areas to be served by the pilot are densely populated with significant Latino/Hispanic, Asian, and African American populations.

LADOT Transit has worked with community and faith-based organizations, schools, and major employers to determine how the microtransit service can meet the needs of those who live in, work in, and visit these areas. LADOT Transit conducted intercept interviews with hundreds of commuters that use Metro Rail service at the Palms Station. Those intercept interviews determined that these riders often travel long distances making multiple transfers to get to their

final destinations. LADOT Transit also engaged the public through participation in these outreach activities:

2017	
November	<ul style="list-style-type: none"> • Westchester Farmers Market • Venice Farmers Market • Motor Avenue Farmers Market • VNC Board Meeting • Marina del Rey Leases Association Meeting • Venice Chamber of Commerce Board Meeting
December	<ul style="list-style-type: none"> • Mar Vista Library • Westchester Farmers Market • Marina del Rey Glow Party • Mar Vista Farmers Market • Marche de Noel (Marina del Rey) • Venice Farmers Market • Motor Avenue Farmers Market • Venice Winter Sign Lighting Booth CD 11
2018	
January	<ul style="list-style-type: none"> • Venice-Abbott Library • Mar Vista Library • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Venice Library • Field Visits to Palms—National/Overland area, Overland/Palms area, Palms/Motor area • Field Visits to 38 Businesses in Palms
February	<ul style="list-style-type: none"> • Venice Library • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Mar Vista Library • IMAN • African American Art Festival • Field Visits to Mar Vista & Palms Apartments • Field Visits to 18 Businesses in Palms & Mar Vista
March	<ul style="list-style-type: none"> • Palms Neighborhood Council Meeting & Assembly • Venice Library • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Mar Vista Library • Venice Abbot Kinney Library • Mar Vista Art Walk • Field Visits to 3 Palms Businesses
April	<ul style="list-style-type: none"> • Kids Earth Day Kids Earth Day (Del Rey) • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Mar Vista Library • Venice Library • Venice Abbot Kinney Library • Parent Children Community Center of Mar Vista • Field Visits to Del Rey Apartments, Mar Vista Housing • Field Visit to Boys & Girls Club

May	<ul style="list-style-type: none"> • 2nd Annual Palms Community Day • Discover Marina del Rey Festival • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Mar Vista Library • Venice Abbot Kinney Library • Mar Vista Farmers Market • Del Rey Neighborhood Council Meeting • Mar Vista Family Center Council Meeting • Field Visits in Del Rey and Mar Vista
June	<ul style="list-style-type: none"> • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Mar Vista Library • Venice Abbot Kinney Library • Mar Vista Farmers Market
July	<ul style="list-style-type: none"> • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Mar Vista Library • Venice Abbot Kinney Library • Mar Vista Farmers Market
August	<ul style="list-style-type: none"> • Motor Avenue Kids Art Walk • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Mar Vista Library • Venice Abbot Kinney Library • Overland Farmers Market
September	<ul style="list-style-type: none"> • Venice Farmers Market • Motor Avenue Farmers Market • Westchester Farmers Market • Mar Vista Library • Venice Abbot Kinney Library • Overland Farmers Market • Mar Vista Farmers Market

Public Input & Review

A major service or fare change will be subject to public hearings and adoption by the Los Angeles City Council. Public input will be actively sought with regard to the proposed changes prior to public hearings. Customers, stakeholders and the general public will be invited to provide comments through one or more of the following methods: LADOT Transit website, public meetings and hearings, newspaper advertising, on-board advertising, email distribution, direct rider surveys, and various social media.

Public Notification

When required, the public comment process will begin with publishing a legal notice at least seven calendar days in advance of the public hearing dates and locations in local newspapers of general circulation, including ethnic language newspapers in compliance with LADOT Transit’s Limited English Proficiency Plan. The notice will set specific places, dates and times for the public hearings. Written comments will also be accepted on the proposed changes. Legal notices will

inform the public of the proposed actions that initiated the public comment process. News releases will also be prepared and sent to the local media as appropriate.

In addition to the public hearing process, LADOT Transit employs various outreach methods including:

- Publication on website (ladottransit.com)
- Information posted on buses
- Rider Alerts distributed on buses and through direct emails
- Notices to public officials, key stakeholders and community groups
- Targeted surveys of riders
- Social media such as Twitter and Facebook
- Ambassador personnel stationed at key bus stops to discuss service or fare changes with riders

Protocol for Public Hearings

Public hearings will be scheduled and conducted by LADOT Transit staff at times, dates and places throughout the City of Los Angeles representative of the service levels provided by LADOT; all must be accessible by transit and to those with disabilities. Translation services will be provided as needed for Limited English Proficiency communities, and literature will be provided in translated form as appropriate for that particular area of the City based upon its census profile.

Sign-in sheets will be provided, and each attendee asked to register his or her name and contact information. The hearing will begin with a recitation by the hearing officer of the purpose of the hearing under Title VI and the proposed action. Attendees will be invited to make comments or submit comments in writing. The Hearing Officer will determine the amount of time each speaker has to comment. After all attendees have had an opportunity to comment, the Hearing Officer will close the hearing.

Documentation of Public Hearings

Official records of public hearings on service or fare adjustments will be provided by:

- Affidavits of newspaper publications of public notices
- News releases conveying information on upcoming public hearings
- Audio or video recordings and transcripts of proceedings

Addressing Public Comments

All relevant comments received at public hearings or in writing at public hearings, or otherwise received directly from the public and public officials during the study period, will be entered into the public record of the comment process. Subsequently, staff will evaluate and analyze all relevant comments received and prepare a written report with recommendations for the City of Los Angeles Board of Transportation Commissioners and Los Angeles City Council.

Language Assistance Plan

LADOT Transit is committed to ensuring meaningful access for persons with limited English proficiency to its services and programs, and to participate in policy and service decisions. LADOT Transit developed its first Limited English Proficiency (LEP) Plan in 2012 identifying significant LEP populations within the LADOT Transit service area.

Since the development of the LADOT Transit LEP Plan, every effort has been made to provide LEP populations with ready access to LADOT Transit information and its services. Route and schedule information is available in more than one dozen languages identified in the LEP Plan; specific outreach materials are developed and distributed in LEP languages; newspaper advertising in these languages is posted in foreign language newspapers published in Los Angeles and distributed among targeted populations.

LADOT Transit updated its LEP Plan with the results of its 2014 onboard survey data, and again with its 2016 onboard survey data. The LEP Plan will be fully updated for the expanded LADOT Transit service area using American Community Survey 5 year estimates for census tracts and 2019 on board survey data by the end of 2019.

LADOT Transit actively assesses its LEP efforts through the review of its outreach efforts, rider comments, and by using LEP.gov Language Map App as a quick reference tool. LADOT Transit's current Limited English Proficiency Plan is included as **Appendix 3**.

LADOT Transit updated its Four-Factor Analysis to ensure it was utilizing ridership information in addition to census data to ensure meaningful access to its programs and activities by LEP persons. LADOT Transit continues to provide language services via its Customer Service Center and Outreach personnel, website, phone, and printed materials as discussed here.

Updated Four-Factor Analysis

In accordance with FTA's policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their language characteristics through an analysis of available data.

Determining the presence of LEP populations in the LADOT Transit service district area was done through an analysis of the following data sources:

- LEP.gov Language Map App
- American Community Service 2011 to 2015 5 year estimates
- LADOT 2016 Onboard Survey Data
- Maps showing LADOT Transit service areas with concentrations of LEP individuals (US Census Bureau, 2000 Census data by zipcodes)
- Information gathered through discussion with members of community organizations serving LEP constituents
- Driver and other frontline personnel contact with LEP persons
- LADOT Customer Service Center and Outreach contact with LEP persons

This updated Four-Factor Analysis will guide LADOT Transit efforts to retain successful program and activities designed to meet the language needs of LEP populations. It will also identify new areas of focus to further the agency's goal of providing LEP customers with meaningful access to LADOT Transit programs and services. The complete analysis is located in the LEP Plan.

LADOT Transit's website, ladottransit.com, will provide transit information in ten languages identified in the agency's updated LEP Plan:

Armenian – Chinese – Japanese – Korean - Russian
Spanish – Tagalog – Thai – Vietnamese - Persian

In addition to these ten languages, LADOT Transit leverages Google Translate that allows voice input for translation in 23 languages and simple translations in more than 50 languages. All LEP customers can access language assistance by calling the LADOT Customer Service Center at 808-2273 from the 213, 310, 323 and 818 area codes.

LADOT Transit's multilingual web pages were also updated to include Title VI Civil Rights notification and complaint procedures as approved by the FTA.

The agency's LEP Plan has been used in the marketing of the agency's services to ensure that LEP populations receive messages about LADOT Transit services and programs. The LEP requirements are also considered in all outreach and community-based activities.

Non-elected Commissions and Boards Membership and Recruitment

LADOT Transit receives oversight, guidance and policy direction from the City of Los Angeles Board of Transportation Commissioners. The Board of Transportation Commissioners is comprised of volunteers who are nominated by the Mayor of the City of Los Angeles and confirmed by the Los Angeles City Council. The Board of Transportation Commissioners has duties and responsibilities delineated by the Los Angeles Administrative Code including oversight of the fares charged by LADOT Transit.

Cityride, LADOT Transit's voluntary accessible transportation service program for eligible seniors and the disabled, comes under the regulation of the City of Los Angeles Taxi Cab Commissioners because a significant portion of Cityride services are provided by taxi cabs operated by the city's five franchise taxi companies. The Taxi Cab Commissioners assess LADOT Transit's recommendations regarding the taxi service that is an option for Cityride program participants.

The Los Angeles City Council approves the service types and levels operated by LADOT Transit as well as the department's use of Proposition A and Proposition C revenues that provide the majority of funding for Commuter Express, DASH and Cityride services. The Los Angeles City Council is an elected body.

The membership of both the Board of Transportation Commissioners and the Taxi Cab Commissioners are presented below:

Board of Transportation Commissioners

Hispanic/ Latina	White/ Caucasian	Black/African American	Asian/ Pacific Islander	Other
3	1	1	2	0

Board of Taxi Cab Commissioners

Hispanic/ Latina	White/ Caucasian	Black/African American	Asian/ Pacific Islander	Other
1	4	0	0	0

Subrecipient Monitoring

LADOT does not have subrecipients and as such does not have Title VI monitoring procedures for subrecipients.

Constructed Facilities

LADOT Transit is constructing a Maintenance Facility in Downtown Los Angeles for the maintenance, storage and fueling of its Commuter Express and DASH fleets. Planning and siting for the project occurred in 2004 with A National Environmental Policy Act (NEPA)-Environmental Re-Evaluation Consultation being performed in 2006 that determined that there was a Finding of No Significant Impact, no adverse human health or environmental effects from the construction, based upon the fact that there is no housing or public activity in the vicinity of the bus maintenance facility.

Copies of the Environmental Re-Evaluation Consultation Declaration the City of Los Angeles’ finding of fact that no further documentation is required for the projects are included as **Appendix 4**.

Documentation of Governing Body Review and Approval

The Los Angeles City Council is the body that approves LADOT Transit’s Title VI Programs. The City Council allows LADOT Transit and its designees to execute and file administrative paperwork on behalf of the City of Los Angeles with the FTA including annual certifications of assurances including Title VI per the Council’s Motion 05-0002-S 14 previously referenced in this Title VI Program and included as **Attachment B**.

PART II - FIXED ROUTE TRANSIT PROVIDERS REQUIREMENTS

System-Wide Service Standards and Policies; Service Monitoring

Service Design

LADOT Transit fixed-route services are grouped into two service categories for the purposes of establishing service design standards. The majority of these services are the 27 DASH community circulator routes, which operate on fixed routes with set schedules making frequent local stops. LADOT Transit also operates 14 Commuter Express routes, primarily during weekday peak periods, although several routes operate throughout the entire day. Commuter Express routes have limited stops and utilize freeways to transport workday commuters between residential areas and employment centers.

Commuter Express and DASH services have different service standards and expectations based upon the demographic profiles of the markets that are served and the operating protocols required to deliver the services as described below.

Service Category	Network Role	Bus Routes
DASH	Provides low cost fixed route circulator bus service to activity centers within communities as well as to regional transit hubs.	DASH Downtown and 26 Community DASH routes throughout the city.
Commuter Express	Provides express transit service during peak periods between residential areas and employment centers.	Commuter Express 142, 409, 419, 422, 423, 431, 437, 438, 448, 534, 549, 573, 574, Union Station/Bunker Hill Shuttle

Service Monitoring

LADOT Transit regularly monitors its Commuter Express, DASH and Cityride services in compliance with the FTA's Title requirements that "no person or group of persons shall be discriminated against with regard to the routing, scheduling or quality of transportation service furnished as part of the projects in the basis of race, color or national origin."

LADOT Transit monitors its services using the FTA-required service performance metrics including defining minority and non-minority routes; span of service; frequency of service; on-time performance; passenger/vehicle loads; service availability; bus stop amenities and vehicle assignments.

LADOT Transit uses the FTA minority transit route definition to implement this monitoring program. A minority transit route is one in which at least one-third of the revenue miles are located in a Census block or Census block group where the minority population percentage

exceeds average minority population in LADOT Transit's service area. This analysis is supplemented with data from LADOT Transit's onboard surveys to adjust routes as needed.

The methods for evaluating service performance are as follows:

- Analysis of ridership data from automated passenger counting equipment, fare revenue and manual ridership counts
- Service contractor observation and analysis
- LADOT project manager field observations
- Complaints and compliments received from riders
- LADOT Transit's Onboard Surveys

Additionally, LADOT prepares Transit Service Analyses approximately every five years, similar to the Transit Service Analysis completed in 2017, that assess the performance of all Commuter Express and DASH routes, rank the services for evaluation using established performance metrics, while identifying new service opportunities and unmet needs. The 2017 Transit Service Analysis is included as **Appendix 5**.

LADOT Transit applies its Disparate Impact Policy and its Disproportionate Burden Policy to the results of its performance evaluations and fare recommendations to determine if disparate or disproportionate impacts exists as a result of prior actions. LADOT Transit will take steps to remedy any potential disparity where the evaluated service fails to meet established service standards or policies.

The results of the evaluation program will be submitted to the Los Angeles City Council and the FTA as part of the triennial Title VI Program submittal.

Service Standards and Policies

The FTA requires that all fixed-route transit providers develop service standards and policies to provide a context for the monitoring and assessment of transit service. These standards and policies are used to compare the services provided to minorities with the services provided to non-minorities. Service standards and policies include:

- Service Standards
 - Vehicle Load
 - Vehicle Headway
 - On-Time Performance
 - Service Accessibility
- Service Policies
 - Vehicle Assignments
 - Distribution of Transit Amenities

Vehicle Loads

Vehicle load is the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 40-seat bus, a vehicle load of 1.5 or 150% means all seats are filled and there are 20 standees.

LADOT Transit has established standards to determine if a bus is overcrowded. These standards are based upon average maximum number of passengers seated and or standing during a peak period trip. Peak periods are defined as 6am to 9am and 4pm to 7pm on a weekday. Maximum load factors are representative of the LADOT Transit Fleet Size, the available fleet to operate service, and ridership activity (demand) with the latter being monitored on a regular basis using automated passenger counting tallies, fare payment totals, and manual ridership counts.

Vehicle overcrowding is dependent upon ridership activity and the seating capacity of each vehicle assigned to the route. LADOT operates two types of vehicles in its fleet. DASH uses 29- to 35-foot heavy-duty, low-floor transit buses that allow for frequent on's and off's carrying heavy passenger loads. Commuter Express service uses 40- to 45-foot over-the-road motor coaches suitable for long distance commutes primarily on freeways at higher speeds. To account for the difference in seating, the vehicle load will be measured as an average from the maximum load point as determined by automated passenger counting data.

LADOT Transit monitors vehicle loads on all its services using data from its automated passenger counting units, fare revenues and service contractor observations. That analysis is done to the stop level for each Commuter Express and DASH route and is informed by census tract and onboard survey data that identifies routes with low income, minority and LEP populations.

Vehicle Load Standard

Service Category	Maximum Load Standard
DASH	100% + 10 to 15 standees
Commuter Express	100% + 6 to 8 standees

Vehicle load standards are consistent for peak and off-peak periods. The maximum number of standees varies depending on vehicle capacity. For DASH, maximum of 10 standees on 29-foot and 30-foot buses and 15 standees on 35-foot buses. For Commuter Express, maximum of 6 standees on 40-foot motor coaches and 8 standees on 45-foot motor coaches.

Vehicle Load Monitoring

LADOT Transit monitors vehicle loads on all its services using data from its automated passenger counting units, fare revenues, rider complaints and project manager/service contractor observations. That analysis is done monthly to the stop level for each Commuter Express and DASH route and is informed by census tract and onboard survey data that identifies routes with low income, minority and LEP populations.

Vehicle Headway

Vehicle headway is defined as the amount of scheduled time between two vehicles traveling in the same direction on the same route.

Vehicle headways determine how long riders must wait for bus service. Higher frequencies result in reduced wait times, which make the service more attractive to potential riders.. Frequent service, which enables riders to use the service spontaneously without consulting a bus schedule, is defined as 15-minute headways or shorter.

Vehicle Headway Standards

Service Category	Maximum Headway Standard
DASH	20 minutes
Commuter Express	Per trip basis

Commuter Express service is scheduled to ridership demand, being heavily peaked and may have variable headways as a result.

Vehicle Headway Monitoring

Vehicle headways are monitored monthly using the automated vehicle locator system, Project Manager/ Service Contractor observations and rider complaints. Service headways are calibrated to the requirements of each service. DASH has short headways required by how the service operates and Commuter Express headways are correlated to the length of the route, travel time and the requirements of riders, as determined by LADOT Transit's onboard surveys.

On Time Performance

On-time performance is a measure of service reliability that determines the percentage of buses that arrive or depart within a certain amount of time before or after the published schedule. On-time performance reflects the quality of service and influences a rider's choice to use transit. LADOT Transit has established measures and standards for on-time performance of its Commuter Express and DASH services and monitors the performance of these services to those standards.

LADOT Transit's on-time performance objective is 85 percent or greater for all its services. LADOT Transit continuously monitors for on-time performance and system results are included as part of monthly performance reports covering all aspects of operations. Measurement is calculated in several ways, but first and foremost is the data from the Syncromatics, the agency's automated vehicle locator system. Other measures of service reliability are visual measurements taken by the agency's service contractors, LADOT Transit Project Managers, and complaints received from riders by the LADOT Transit Customer Service Center.

On-Time Performance Standards

Service Category	On-Time Performance Standard
DASH	85%
Commuter Express	85%

85% is a common industry standard that allows for some level of service variability while maintaining a reasonable expectation of reliability for riders. LADOT Transit believes that 85% is a realistic standard in its service area based upon traffic levels, which are the greatest barrier to achieving a higher standard.

On-Time Performance Monitoring

On-time performance is monitored monthly by LADOT Transit's Automated Vehicle Locator System, rider complaints, the observations of Project Managers and the Service Contractors. A monthly report of on time performance is compiled for review the LADOT Transit Senior Management.

Among the corrective actions that LADOT Transit takes to correct on time performance problems are the following:

- Adjusted times between time points to make the schedule more feasible.
- Reduce/minimize early trips
- Monitor poor driver performance and retrain if necessary
- Move virtual stop locations to prevent false early/late arrivals
- Adjust interlining between buses to make second trips on time
- Utilize incentive programs
- Imposed penalties on contractor for late trips

Analysis of On-Time Performance problems is performed using data from previous Title VI Programs and other service analyses that identify minority and low-income census tracts. When communications to riders are warranted by the corrective actions, areas with significant populations with limited English proficiency are identified and materials are disseminated to inform these populations of LADOT Transit's efforts to improve service performance.

Service Availability

LADOT Transit strives to offer convenient access to its services for all those who live and work in, and visit the City of Los Angeles, especially minority and low-income populations. The City of Los Angeles is the most densely populated urban area in the United States, according to the 2010 US Census, with 6,999 resident per square mile. Accordingly, a significant portion of the population resides within walking distance of Community DASH services while Commuter Express services can be accessed by walking, using active transportation, using park and ride lots or regional transit hubs.

Service Availability Monitoring

According to LADOT Transit's Transit Service Analysis conducted in February 2017, the percentage of minority and low-income populations with service available exceeds that of non-minority populations for DASH service. Non-minority populations are more frequent along Commuter Express routes; however, the actual ridership of these routes has a high concentration of minorities (60% according to the most recent LADOT Transit Onboard Survey completed in 2016).

Vehicle Assignment

LADOT Transit contracts with private service providers for the provision of all of its services. LADOT Transit supplies the rolling stock to its contractors for the operation of its services. LADOT Transit requires its service providers to assign vehicles based upon route ridership, operating conditions and the route profiles of Commuter Express and DASH services.

LADOT Transit has standardized its fleet to two primary types of buses: 29 to 35-foot heavy duty transit buses for DASH neighborhood circulator services and 40 to 45-foot over-the-road coaches for Commuter Express. LADOT Transit's Cityride voluntary transportation service for the disabled and seniors utilizes 22-foot cutaway vehicles.

Commuter Express vehicles are fueled by CNG; DASH vehicles are electric or fueled by propane or CNG; Cityride vehicles are fueled by gasoline. The average age of the Commuter Express and DASH fleets is less than five (5) years old. Buses are scheduled for replacement when they reach 12 years of age. New vehicles are distributed equitably throughout the fleet based on the retirement schedule, ridership and route profiles.

LADOT Transit's Fleet Management Planning results in an equitable assignment of vehicles throughout LADOT Transit's service contract packages/regions, through the standardization of the fleets, the equalization of vehicular miles, ridership and analyzing the profile of routes to determine the demographic profile of ridership.

The private contractors provide a vehicle maintenance facility and yard for each LADOT Transit service contract package or region. LADOT's vehicles are distributed among the regional yards on the basis of services operated from the facility, the route assignments and the route profile. Vehicles are assigned and inter-changed among routes operating from a specific facility.

Vehicle Assignment Monitoring

LADOT Transit operates a majority of Minority Transit Routes, 29 by census tract but 34 by Onboard Survey results and just seven Non-Minority Transit Routes², and vehicle age is comparable across these routes. A Minority Transit Route is defined as having at least one-third of its total route mileage in Minority Census Tracts, which are defined as those with a minority population percentage greater than 68.2%. Of LADOT's 41 fixed route transit lines, 29 (70%) qualify as Minority Transit Routes. These include all five (5) DASH Downtown routes, 22 of 26 Community DASH routes, and seven of the 14 Commuter Express routes. As mentioned previously in this program report, the majority of the riders of both Commuter Express and DASH services are minorities according to the 2016 LADOT Transit Onboard Surveys. The Onboard Surveys since 1992 have defined all Community DASH and Downtown DASH routes as having a majority of their riders identify themselves as being minorities and seven of the 14 Commuter Express routes have a majority of minority riders.

²LADOT Transit's 2012 Title VI Program & Assessment and LADOT Transit's 2017 Transit Service Analysis

The table below shows:

- LADOT Transit fixed-route services provided in each region
- Minority Transit Routes by region using the FTA-defined census tract data profile
- Number and type of vehicles assigned to each region
- Average age range of vehicles by type in each region
- Average age range of all vehicles by type in the system fleet

Service Region	Transit Services	Minority Transit Route?	Vehicles	Average Age (Region)	Average Age (System)
South	Commuter Express: 142 431 437 438 448 534 Metrolink Shuttle	Yes Yes Yes Yes Yes Yes ---	40 @ 40'-45' motor coach	0-5 years	0-5 years
	Community DASH: Chesterfield Square San Pedro Vermont/Main Watts Wilmington	Yes Yes Yes Yes Yes	33 @ 29'-32' bus	0-5 years	0-5 years
Central	Community DASH: Boyle Heights El Sereno/City Terrace Pico Union/Echo Park	Yes Yes Yes	31 @ 30' bus	6-10 years	0-5 years
North	Commuter Express: 409 419 422 423 549 573 574	No Yes No No No No No	63 @ 40'-45" motor coach	0-5 years	0-5 years
	Community DASH: Northridge Panorama City/Van Nuys Van Nuys/Studio City	Yes Yes No	17 @ 29'-32' bus	0-5 years	0-5 years
Downtown DASH & Mid-City	DASH Downtown A, B, D, E & F	Yes	63 @ 29'-35' bus	0-5 years	0-5 years
	Community DASH: King-East	Yes	62 @ 29'-35' bus	6-10 years	0-5 years

	Southeast	Yes			
	Pueblo Del Rio	Yes			
	Leimert/Slauson	Yes			
	Crenshaw	Yes			
	Midtown	No			
	Fairfax	Yes			
	Highland Park/Eagle Rock,	Yes			
	Hollywood	No			
	Beachwood Canyon	Yes			
	Hollywood/Wilshire	Yes			
	Lincoln Heights/Chinatown	No			
	Los Feliz	No			
	Observatory Shuttle	Yes			
	Wilshire Center/Koreatown	Yes			

Vehicles are assigned to each service region based on the services operated out of the facility and the operational needs. New vehicles are deployed on schedule to replace vehicles that are 12 years or older. LADOT Transit’s Fleet Management Plan assigns vehicles according to the service types and levels of service operated from a specific yard to address service equity requirements.

Amenity Placement Guidelines

LADOT Transit has guidelines that form a framework for the deployment of amenities as part of its projects and programs. The following sections summarize the major policy documents that govern the deployment of amenities across the LADOT Transit service network.

The use of the term amenities is limited to the Title VI definition for the purposes of this document. This section includes a summary of customer information deployment policy. It should also be noted that project development often requires considerations not accounted for in these written policies.

Bus Stop Guidelines

LADOT Transit bus stops are easily identifiable, safe, accessible and a comfortable place to wait for the bus. LADOT Transit’s guidelines call for uniform placement of signs and amenities so that the public has become familiar with the information displayed and the LADOT Transit brand to readily identify LADOT Transit services from those of other municipal and regional transit service providers.

Bus Shelter Placement

LADOT Transit does not control the placement of bus stop shelters. That responsibility is vested with another City of Los Angeles Department, the Bureau of Street Services. Street Services controls a combined contract with Outfront and JC Decaux, two outdoor advertising firms. LADOT Transit works closely with the Bureau of Street Services to accommodate shelter requests and to influence the placement of shelters.

Bus Bench Placement

The Bureau of Street Services also controls the placement of bus benches throughout the City of Los Angeles, with Martin Outdoor, a contractor that places advertising on the benches. LADOT Transit works with the Bureau of Street Services to recommend locations for benches based upon requests from riders and the public received at the LADOT Transit Customer Service Center.

Bus Stop Information

All Commuter Express and DASH services are signed with LADOT Transit-branded bus stop signs that include the route name and or number; the corresponding stop number for riders to access “next bus” information from their cell phones or wireless devices, and, at high density stops, information about transferring and wayfinding.

LADOT Transit Bus Stops include information that can link a rider to the LA Bus Application. The rider can dial a number using a smartphone into the LA Bus application and receive real time information on the arrival time for the next bus at that specific bus stop sign.

All bus stop signs and information are kept current through a perpetual inventory of the sign location; the corresponding routes servicing that location; the type and number of signs; the stop number for “next bus” information; and, the presence of related information at the location.

Distribution of Amenities

The City of Los Angeles is a minority majority city, so the distribution of amenities is equitable across low-income and minority populations by reason of the population. As a result, there is no disparate impact on minority populations or a disproportionate burden on low-income populations from the levels and types of amenities provided to either.

Prior to the development of LADOT Transit’s 2012 LEP Plan, the agency had not conducted in-depth research into the limited English and low-income populations served by Commuter Express and DASH services. That data, as well as the numerous Onboard Surveys conducted by the agency since 1992, have since guided the distribution of amenities throughout the Commuter Express and DASH systems.

In the development of new amenities, LADOT Transit has paid particular attention to ensure that limited English proficiency, low-income, and minority populations receive appropriate levels and types of amenities. Requests for amenities that are received by the LADOT Transit Customer Service Center are evaluated using census tract, Onboard Survey and route performance data.

Customer Information

LADOT Transit’s primary source of providing customer information to the public is through the LADOT Customer Service Center. The Center serves customers by four methods:

1. Online: The Center manages most of LADOT Transit’s online and social media communications
2. Telephone: The Center handles all customer information calls not handled through the agency’s website. The Center answers more than 70,000 requests for information a year.

3. Direct Contact/Walk-In: The Center is located in the heart of Downtown Los Angeles, next to City Hall, and serves an average of 5,000 walk-in customers each year, many of whom have special language needs.
4. Outreach: The Center staff, the majority of whom are bilingual, has primary responsibility for LADOT Transit's outreach and engagement efforts, especially to low-income and minority populations.

The location of the Customer Service Center makes it accessible to all targeted populations as the location is well served by public transit. LADOT Transit's customer information is also tailored to the needs of Commuter Express and DASH riders as identified in the numerous onboard surveys conducted over the past two decades. The needs of low-income, minority, and LEP riders are also met through user information in multiple languages and through the extensive outreach efforts of LADOT Transit as documented earlier in this plan update.

Demographic Analysis

LADOT Transit uses demographic data to assess equity in distribution of its services, facilities, and amenities in relation to minority, low-income, and LEP populations. This is data that informs LADOT Transit in the early stages of service, facility, and program planning enabling LADOT Transit to monitor ongoing service performance, analyze the impacts of policies and programs on targeted populations, and to take appropriate measures to avoid or mitigate potential disparities.

LADOT Transit performs this analysis with ridership, market research and population data within the service area. The demographic data shown in this report is from the following sources:

- 2010 US Census Bureau Data
- 2015 American Community Survey 5-Year Estimates
- 2012-2016 LADOT Transit On-board Survey Results
- 2012-2018 LADOT Transit Operating Data

Ridership Demographics

LADOT Transit has provided its most recent ridership demographic profile in its Transit Service Analysis and LEP Plan.

PART III: TITLE VI SERVICE AND FARE EQUITY POLICIES

The Los Angeles City Council has approved the following policies:

1. Major Service Change Policy
2. Disparate Impact Policy
3. Disproportionate Burden Policy

Service and Fare Equity Policies

In accordance with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," effective October 1, 2012, transit providers operating 50 or more fixed route vehicles during peak service and serving a population of 200,000 or greater

must evaluate, prior to implementing, any and all proposed changes that exceed the transit provider's major service change threshold to determine whether those changes will have a discriminatory impact on minorities and low-income persons.

To comply with this requirement, LADOT Transit adopted the following three policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The Major Service Change Policy defines what actions constitute a major change and are therefore subject to a service or fare equity analysis. The Disparate Impact Policy establishes a threshold for determining when adverse impacts of a proposed change are borne disproportionately by minorities. The Disproportionate Burden Policy establishes a threshold for determining when adverse impacts of a proposed change are borne disproportionately by low-income persons.

Major Service Change Policy (25% Rule)

Major service changes meet at least one of the following criteria:

- Service changes to existing routes that result in an increase or decrease in revenue service hours equal to or greater than 25% of existing revenue service hours, happening one time or cumulatively within a 12-month period.
- A substantial geographical alteration of an existing route affecting more than 25% of its revenue miles, happening one time or cumulatively within a 12-month period.
- A new route.
- Elimination of an existing route or service without alternate fixed route replacement.
- All fare and fare media changes, whether an increase or a decrease.
- Changes exempt from qualifying as a major service change include:
 - Route changes caused by an emergency.
 - Changing a route name or number.
 - Introduction or elimination of a limited-term route that will be, or has been, operated for no more than 12 months.
 - Promotional or temporary fare reductions lasting no longer than 6 months.

Disparate Impact Policies

The Disparate Impact Policy establishes a threshold for determining whether a given action has a potential disparate impact on minority populations.

A disparate impact occurs when a superficially neutral policy, practice or change disproportionately affects members of a group as identified by race, color or national origin. LADOT Transit's disparate impact policies are used to determine if a service change or fare policy change could discriminate against these persons.

Service Changes (“Four-Fifths Rule”)

For non-fare-related major service changes, a disparate impact may occur when:

- Benefits are provided to minority populations at a rate less than 80% (four-fifths) than the benefits provided to the non-minority population.
- Adverse impacts from the change are borne by non-minority populations at a rate less than 80% (four-fifths) than the adverse impacts borne by minority populations.

A disparate impact on routes with span of service or frequency changes will be examined on a cumulative basis by evaluating all changes together. A disparate impact on routes with segment or alignment changes will be examined on an individual basis by evaluating the route changes separately.

Fare Policy Changes

The following Minority Disparate Impact Fare Policy was approved by the Los Angeles City Council on May 29, 2014:

LADOT’s ridership is a minority majority, and any fare adjustment will result in minority populations bearing an impact that will be similar to that of non-minority populations. In consideration of this reality, LADOT will only implement fare adjustments on the basis of substantial legitimate justification demonstrating that the necessity to change fares meets a need that is in the public interest and that the alternatives would have a more adverse impact than changing fares.

If evidence of a disparate impact is found, LADOT Transit will determine if there are alternatives that would serve the same objectives but with a lesser impact on minority populations. If there are no viable alternatives, LADOT Transit must have a substantial legitimate justification for making the proposed change.

Disproportionate Burden Policies

This policy establishes a threshold for determining whether a given action has a potential disproportionate burden on low-income populations versus non-low-income populations. LADOT Transit’s disproportionate burden policies are used to determine if a service change or fare policy change could discriminate against these persons.

Service Changes (“Four-Fifths Rule”)

- Benefits are provided to low-income populations at a rate less than 80% (four-fifths) than the benefits provided to the non-low-income population.
- Adverse impacts from the change are borne by non-low-income populations at a rate less than 80% (four-fifths) than the adverse impacts borne by low-income populations.

A disproportionate burden on routes with span of service or frequency changes will be examined on a cumulative basis by evaluating all changes together. A disproportionate burden on routes with segment or alignment changes will be examined on an individual basis by evaluating the route changes separately.

Fare Policy Changes

The following Low-Income Disproportionate Burden Fare Policy was approved by the Los Angeles City Council on May 29, 2014:

Nearly half of LADOT's ridership is low-income and predominantly pay their fares with cash. Any increase in cash fares or any decrease in pre-paid fares, such as those offered on smart cards that have lower utilization among low-income persons, can be assumed to be a disproportionate burden for this population. In consideration of this reality, LADOT will only implement fare adjustments on the basis of substantial legitimate justification demonstrating that the necessity to change fares meets a need that is in the public interest and that the alternatives would have a more adverse impact than changing fares.

If evidence of a disproportionate burden is found, LADOT Transit will determine if there are alternatives that would serve the same objectives, but with a lesser impact on low-income populations. If there are no viable alternatives, LADOT Transit must have a substantial legitimate justification for making the proposed change.

Recent Service and Fare Equity Analyses

LADOT Transit conducted a Title VI Service Equity Analysis in February 2017 for its Transit Service Analysis. This analysis is included as Appendix 2.

CONCLUSION

LADOT Transit is committed to the implementation and enforcement of USDOT's Title VI regulations while providing the most effective and efficient transit service possible with accountability to all those it serves. Through the use of its service standards and policies, LADOT Transit will ensure that no person or group of persons shall be discriminated against with regard to routing, scheduling, or quality of transit service on the basis of race, color or national origin.

ATTACHMENT A

CITY OF LOS ANGELES
CALIFORNIA

Sefeta J. Reynolds
GENERAL MANAGER



ERIC GARCETTI
MAYOR

DEPARTMENT OF TRANSPORTATION
100 South Main Street, 10th Floor
Los Angeles, California 90012
(213) 972-8470
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FEDERAL FISCAL YEAR 2018
FEDERAL TRANSIT ADMINISTRATION (FTA)
CERTIFICATIONS AND ASSURANCES
SIGNATURE PAGE

AFFIRMATION OF APPLICANT'S/FTA GRANTEE'S ATTORNEY

For (Name of Applicant/FTA Grantee): City of Los Angeles

As the undersigned Attorney for the above named Applicant/FTA Grantee, I hereby affirm to the Applicant/FTA Grantee that it has authority under state, local or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature: _____

Date: 3/30/18

Name: Michael Nagle, Deputy City Attorney IV
(Attorney for Applicant/FTA Grantee)

Each Applicant for federal assistance to be awarded by FTA and each FTA Recipient with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within FTA's electronic award and management system, provided the Applicant has on file and uploaded to FTA's electronic award management system this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

TRANSPORTATION

RESOLUTION

DEC 15 2004

WHEREAS, any official position of the City of Los Angeles with respect to legislation, rules, regulations or policies proposed to or pending before a local, state or federal government body or agency must have first been adopted in the form of a Resolution by the City Council with concurrence of the Mayor; and

WHEREAS, the Federal Transit Administration (FTA), an operating administration of the United States Department of Transportation, requires periodic renewal of the resolution authorizing the filing of applications for Federal transportation assistance authorized by 49 U.S.C Chapter 53, title 23 United States Code and other Federal statutes administered by the FTA; and

WHEREAS, the Los Angeles Department of Transportation (LADOT) has received authority from the Designated Recipient, the Southern California Association of Governments (SCAG), to apply for Urbanized Area Formula Program assistance and the Federal Transportation Administrator has been delegated authority to award Federal financial assistance for a transportation project; and

WHEREAS, the grant or cooperative agreement for Federal Financial assistance will impose certain obligations upon the Applicant, and may require the Applicant to provide the local share of the project cost; and

WHEREAS, the Applicant has or will provide all annual certifications and assurances to the FTA required for the project; and

WHEREAS, LADOT typically submits grants to FTA once per year, which contain multiple projects that have been approved by the City Council through specific Council action, the Transportation Grant Fund (TGF) report and the budget process. Typically, LADOT has only a thirty-day window to submit administrative paperwork associated with grants once a grant is certified. It is important that the Department have the flexibility to initiate grant paperwork that changes funding sources without additional Council approval, as long as any funding changes do not increase the City's monetary funding obligation, responsibility and/or liability.

NOW, THEREFORE BE IT RESOLVED, with the concurrence of the Mayor, that by adoption of this Resolution, the City of Los Angeles:

1. Authorizes the General Manager of the Department of Transportation or his/her designee, for projects previously approved by the City Council, to execute and file applications for Federal assistance on behalf of City of Los Angeles, Department of Transportation, with the Federal Transit Administration (FTA) for Federal Assistance authorized by 49.U.S.C. chapter 53, Title 23, United States Code, or other Federal statutes authorizing a project administered by the FTA; and
2. Authorizes the General Manager of the Department of Transportation or his/her designee to execute and file with the above referenced applications, the administrative paperwork associated with these grants, including the annual certification of assurances and other documents the FTA requires before awarding a Federal assistance grant or cooperative agreement; and
3. Authorizes the General Manager of the Department of Transportation or his/her designee to execute duly approved grant and cooperative agreements with the FTA on behalf of the City, subject to the approval of the City Attorney as to form and legality.

PRESENTED BY:


ANTONIO VILLARAIGOSA
Councilmember, 14th District

AP

SECONDED BY:


05-0002-S14

DEC 15 2004



100 S. Main Street, 10th Floor
Los Angeles, CA 90012

제6편 민원 양식

1964년 민원법 제6편은 "미국워싱턴주 및 인종, 피부색 또는 출신 국가를 근거로 연방 정부 지원을 받는 어떤 프로그램 또는 활동의 참여에서도 제외되거나 배척이 이루어지거나 차별을 받지 않는 것"이라고 규정하고 있습니다.

귀하의 민원을 처리하기 위해서는 아래 정보가 필요합니다. 이 양식 작성에 도움이 필요하시면 저희에게 문의해 주십시오.

이 양식을 작성하시고 다음 주소로 보내주십시오.

Title VI Liaison
LADOT Transit Bureau
100 S. Main Street, 10th Floor
Los Angeles, CA 90012

이메일: ladot.titlevi@lacity.org.

1. 위원인 이름: _____

2. 주소: _____

3. 시: _____ 주: _____ 우편번호: _____

4. 전화번호(지역): (회사): _____

5. 이메일 주소: _____

6. 본인이 직접 이 신고서를 제출하고 있습니까? 예 아니오

이디오일 경우 차명을 받은 사람의 이름을 적으십시오.

이름: _____

주소: _____

시: _____ 주: _____ 우편번호: _____

귀하와의 관계: _____

귀하가 위원인을 대신해서 제출하는 이유: _____



100 S. Main Street, 10th Floor
Los Angeles, CA 90012

ՐԱԺԻՆ VI ՂԻՍՈՒՄ- ԲՈՂՈՔԻ Ձև

1964 թվականի քույրաքույրական իրավունքների ակտի VI բաժինը պահանջում է, որ «Ոչ մի անձ Միացյալ Նահանգներում չպետք է գրավի մատակցությունից, մերժում տալու կամ անհարգելիքից օգտվելու համար կամ ենթակա լինի խտրականության՝ ֆեդերալ ֆինանսական օգնություն ստացող որևէ ծրագրի կամ գործունեության ներքո՝ իր ծառայի, մտչիլի գույնի կամ ուզողին պատկանելու թյան հիման վրա»:

Հետևյալ ինֆորմացիան անհրաժեշտ է որպեսզի օգնի մեզ Ձեր ջանքերն ընթացք տալ: Եթե որևէ օգնություն կարիք ունենաք այս դիմումի ձեր լրացնելիս՝ խնդրում ենք տեղեկացնել մեզ:

Այս դիմումի ձեր լրացրեք և ուղարկեք՝

Title VI Liaison
LADOT Transit Bureau
100 S. Main Street, 10th Floor
Los Angeles, CA 90012

Էլ-վոստ՝ lacot.titlevi@lacity.org.

1. Բողոքարկողի անուն՝ _____

2. Հասցի՝ _____

3. Քաղաք՝ _____ Նահանգ՝ _____ Փոստային կոդ՝ _____

4. Հեռախոսի համար (տուն) (բիզնես)՝ _____

5. Էլ-վոստ՝ _____

6. Արդյո՞ք ինքնուրույն եք այս դիմումը լրացնում Այո Ոչ

Եթե ոչ, ապա խնդրում ենք նշել անունը այն անձի, որի նկատմամբ խտրականություն է կատարվել

Անուն՝ _____

Հասցի՝ _____

Քաղաք՝ _____ Նահանգ՝ _____ Փոստային կոդ՝ _____

Կապը ձեր հետ՝ _____

Բողոքի ատճառը՝ _____

YOUR TITLE VI RIGHTS/ SUS DERECHOS CONFORME AL TÍTULO VI

The City of Los Angeles Department of Transportation (LADOT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes they have been subjected to discrimination under Title VI may file a complaint with LADOT or with the U.S. Department of Transportation. For additional information about Title VI or to file a complaint, please visit www.ladottransit.com or call 213-412-8921.

A Title VI complaint form is available at www.ladottransit.com. Written complaints must be filed within 180 days of the date of alleged discrimination.

El Departamento de Transporte de la Ciudad de Los Angeles (LADOT, por sus siglas en inglés) está comprometido a asegurar que ninguna persona sea excluida de participar en los beneficios de sus servicios, o que estos se le nieguen, por motivos de raza, color o nacionalidad, conforme a lo establecido por el Título VI de la Ley de Derechos Civiles de 1964, según su enmienda. Toda persona que considere que ha sido víctima de discriminación conforme a lo establecido en el Título VI puede presentar una queja ante el LADOT o ante el Departamento de Transporte de los Estados Unidos. Para mas información sobre título VI o para someter una queja, por favor visite www.ladottransit.com o llame 213-412-8921.

El formulario de quejas conforme al Título VI se encuentra disponible en www.ladottransit.com. Las quejas por escrito deben presentarse dentro de los 180 días de ocurrido el presunto hecho de discriminación.

To request information about civil rights in another language, visit ladottransit.com.
Para solicitar información sobre los derechos civiles en otro idioma, visite ladottransit.com.

Upang humiling ng impormasyon tungkol sa mga civil right [karapatang sibil] sa ibang wika, dalawin ang ladottransit.com.

Для получения информации о гражданских правах на другом языке посетите вебсайт: ladottransit.com.

ដើម្បីស្នើសុំព័ត៌មានអំពីសិទ្ធិពលរដ្ឋជាភាសាផ្សេងទៀត រឺ មុខមាត់ទៅកាន់ ladottransit.com ។

Để yêu cầu thông tin về quyền công dân bằng ngôn ngữ khác, hãy thăm ladottransit.com.

公民権に関する情報を他言語で入手されたい場合は ladottransit.com をご覧ください。

다른 언어로 작성된 민권에 대한 참고자료를 요청하려면 ladottransit.com 을 방문하십시오.

หากต้องการข้อมูลเกี่ยวกับสิทธิพลเมืองในภาษาอื่น โปรดดูที่เว็บไซต์ ladottransit.com.

ដើម្បីស្នើសុំព័ត៌មានអំពីសិទ្ធិពលរដ្ឋជាភាសាផ្សេងទៀត សូមចូលទៅកាន់ ladottransit.com ។

要索取其他語言的民權法案相關信息，請上網查看 ladottransit.com。



CITY OF LOS ANGELES
CALIFORNIA

Seleta J. Reynolds
GENERAL MANAGER



ERIC GARCETTI
MAYOR

DEPARTMENT OF TRANSPORTATION
100 South Main Street, 10th Floor
Los Angeles, California 90012
(213) 972-8470
FAX (213) 972-8410

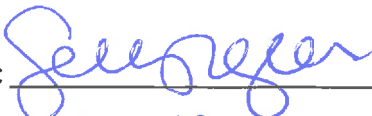
LADOT TITLE VI PLAN ADOPTION
SIGNATURE PAGE

Pursuant to 49 CFR Section 21.7(a), all programs receiving financial assistance from the Federal Transit Administration (FTA) are subject to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d). Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations.

In accordance with the FTA Title VI Circular, the Los Angeles Department of Transportation (LADOT) is required to submit a Title VI Plan every three years. The Title VI Plan is a compilation of documents, plans, procedures, policies and standards, etc. that demonstrate LADOT's compliance with Title VI. Guidance provided by FTA Title VI Circular 4702.1B requires, for the first time, approval of a recipient's Title VI Plan by its board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

In 2005, the Los Angeles City Council granted the authority to the General Manager of the Department of Transportation or his/her designee to execute and file the administrative paperwork on behalf of City of Los Angeles with the Federal Transit Administration (FTA) for Federal Assistance authorized by 49 U.S.C. Chapter 53, Title 23, United States Code, or other Federal statutes authorizing a project administered by the FTA, including the annual certification of assurances and other documents the FTA requires before awarding a Federal assistance grant or cooperative agreement. A copy of the council file (05-0002-S14) showing adoption of the motion is included at the end of this document as Attachment D.

Therefore, as General Manager of the Los Angeles Department of Transportation, I hereby adopt LADOT's Title VI Plan.

Signature: 

Date: 11-1-18

Name: Seleta J. Reynolds, General Manager