

Appendix A



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION 9
Arizona, California,
Hawaii, Nevada, Guam,
American Samoa, and the
Northern Mariana Islands

90 7th Street, Suite 15-300
San Francisco, CA 94103

April 7, 2020

Aida Berry
Senior Manager
Civil Rights Programs (Title VI)
Metro Office of Civil Rights
Los Angeles County Metropolitan Transportation Authority
1 Gateway Plz Fl 25
Los Angeles, CA 90012

Re: Triennial Title VI Program Update, Recipient ID: 5566

Dear Aida Berry,

The Federal Transit Administration (FTA) has received and reviewed Los Angeles County Metropolitan Transportation Authority's initial Title VI program submitted on 10/30/2019. This Title VI program will be effective December 1, 2019 - November 30, 2022. The Department of Transportation (DOT) requires recipients of DOT funds to demonstrate compliance with Title VI of the Civil Rights Act of 1964 through regular compliance reports. The Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" sets forth the information that should be included in these updates, and requires they be submitted as Title VI programs every three years.

FTA's review of your Title VI program considered all elements required by the Department of Transportation regulations found at 49 CFR Part 21, as outlined in Circular 4702.1B. The Review Assessment attached to this letter identifies the specific areas reviewed, any concerns, and relevant reviewer comments. To assure you are implementing Title VI program requirements in accordance with the regulations, you must promptly address and correct any concerns identified with a "no" in the Review Assessment. Your program status is now *Concur*. Your next triennial Title VI program submission is due to FTA on October 1, 2022. Please retain documentation as needed to demonstrate the corrections noted have been addressed. FTA typically verifies corrections have been made and implemented at the next oversight opportunity, but can request this information at any time.

Your Title VI program demonstrates your agency has the procedures and resources to ensure public transportation services are provided in a nondiscriminatory manner, as required by Title VI of the Civil Rights Act of 1964. FTA's review and concurrence on a Title VI program does not relieve recipients from the requirements and responsibilities outlined in Circular 4702.1B or of the DOT Title VI regulation at 49 CFR Part 21. You must properly implement your program to ensure nondiscriminatory service, including full and fair participation in public transportation

decision-making, and meaningful access to transit-related programs and activities by persons with limited English proficiency. If you use contractors or have subrecipients, you must monitor their compliance with Title VI. You can find these monitoring responsibilities in Chapter 2, Section 6 (Contractors) and Chapter 3, Section 12 (Subrecipients) in the FTA Title VI Circular. As a basic requirement for Title VI compliance, you must develop a language assistance plan (LAP). Your LAP must include a Four Factor Analysis—you can find information on this analysis in Chapter 3, Section 6 of the FTA Title VI Circular. If you believe that your agency only serves an English-speaking population, you still must complete a Four Factor Analysis to demonstrate this.

Prior to implementing any major service changes or any fare change, transit agencies operating more than 50 vehicles in large urbanized areas must complete an equity analysis, and submit it for board review and approval. You can find more information on Service and Fare Equity (SAFE) Analyses in Chapter 4, Section 7 of the FTA Title VI Circular. Large transit agencies must also collect and report demographic data, including data gathered through rider surveys, and monitor transit service relative to system-wide service standards and service policies. If you need technical assistance with your SAFE Analysis, please contact your Regional Civil Rights Officer.

FTA is committed to providing technical assistance to help correct your Title VI program and to implement your program consistent with the regulations and guidance. In order to preserve paper, we are issuing this letter electronically via email and it is attached to your profile in TrAMS. Please do not hesitate to contact me directly at 312-705-1267 or at nicholas.sun@dot.gov if you have any questions.

Sincerely,

Nicholas Sun/s/
Civil Rights Officer, Region 9

cc: Ray Tellis, FTA Region 9, Regional Administrator
Monica McCallum, FTA Civil Rights, Director of Regional Operations

Title VI Program Review Assessment:

Items below identified as “YES” are included in the Title VI program review, and no changes are needed. Items identified as “NO” were not included or were insufficient and must be corrected. Carefully address all insufficient items, as indicated in this review letter, to ensure you are implementing your Title VI program in accordance with the regulations.

Chapter 3: GENERAL REQUIREMENTS AND GUIDELINES

Does the program submission include appropriate documentation demonstrating that the transit board of directors has approved the Title VI program? *Yes*

Public Notice

Does the submission include a copy of the public notice informing the public of the protections against discrimination afforded to them under Title VI? *Yes*

Is there a list of public locations where the notice is posted? *Yes*

Did you verify the notice is posted on the agency’s website and in public areas of the agency’s offices? *Yes*

Does the public notice include how to request additional information on your Title VI obligations? *Yes*

Does the public notice include how to file a complaint? *Yes*

Complaint Procedures

Did you include the (internal to the agency) procedures for investigating and tracking Title VI complaints filed against them? *Yes*

Did you include the instructions it gives to members of the public about how to file a Title VI discrimination complaint? *Yes*

Are the procedures for filing a Title VI discrimination complaint available on the agency website? *Yes*

Complaint Form

Does the program include a copy of the complaint form that specifies the three classes protected by Title VI (race, color, and national origin)? *Yes*

Is the complaint form available on the agency’s website? *Yes*

Did you include a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and/or complaints naming the recipient? *Yes*

Public Participation Plan

Did you include a Public Participation Plan that describes the proactive strategies, procedures, and desired outcomes of public participation activities? *Yes*

Does the Public Participation Plan include information on how the grantee considers the needs of, and engages minority and LEP populations in public participation activities? *Yes*

Did you summarize the public outreach and involvement activities undertaken in the last 3 years? *Yes*

Board Selections

Did you select members to transit-related, non-elected planning boards, advisory councils or committees? *Yes*

If you select members, did you provide a table with a racial breakdown of the membership of those boards, councils, or committees? *Yes*

Did you describe how they encourage minorities to participate on these boards, councils, and committees? *Yes*

Subrecipient

Does the program indicate if you have subrecipients? *Yes*

If you have subrecipients, did you provide the monitoring procedures and/or efforts you use to ensure subrecipients comply with Title VI? *Yes*

Did you describe the process used to provide assistance to subrecipients, when needed? *Yes*

LEP Four-Factor Analysis & Plan

Did you include a Language Assistance Plan? *Yes*

Does the Language Assistance Plan include a Four-Factor Analysis that determines the appropriate level of LEP assistance and outreach efforts needed? *Yes*

Did your Language Assistance Plan NOT include something? *None missing*

Facility Site Equity Analysis

Did you identify a site or location for a new facility (excluding bus shelters) or construct a facility during the period covered by your program? *Yes*

Did you complete and submit an equity analysis conducted during the planning stage for all projects requiring land acquisition and the displacement of persons from their residences and businesses? *Yes*

Did the site analysis include outreach to persons potentially impacted by the siting of facilities? *Yes*

Did the site analysis compare the equity impacts of alternative locations prior to selecting the preferred site? *Yes*

Did you give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result? *Yes*

Did you determine that the location of the project will result in a disparate impact on the basis of race, color, or national origin? *No*

Did you provide a substantial legitimate justification for the project location? To do so, you must demonstrate that either 1) no alternative locations are available, or 2) any alternative locations, if identified, would result in the same or more disparate impact on the basis of race, color, or national origin. *N/a*

Chapter 4: FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

Service Standards

Did you include your service standards and policies for each specific fixed route mode of service you provide? *Yes*

Which service standards, if any, are NOT included? *No service standards were missing from the submission*

Service Policies

Are the current service policies included? *Yes*

Is there a description of how service policies are adopted to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin? *Yes*

Which service policies, if any, are NOT included? *None - All service policies are included*

Large Urbanized Fixed Route Requirements

Demographic Data

Are demographic and service profile maps and charts (demographic data) included? *Yes*

Is the demographic data current as of the most recent decennial census or American Community Survey? *Yes*

Does the program include a description of how demographic data is prepared prior to proposed service reductions or eliminations? *Yes*

Does the demographic data include a base map of the transit service area? *Yes*

Does the base map include overlays of the required data? *Yes*

Do the demographic maps appropriately identify areas where the minority population exceeds that of the service area as a whole? *Yes*

Do the demographic maps appropriately identify areas where the low-income population exceeds that of the service area as a whole? *Yes*

Ridership Surveys

Do you collect demographic ridership and travel patterns using customer surveys? *Yes*

Which requirements of the ridership and travel pattern surveys are NOT met, if any? *None missing*

Monitoring

Do you include the results of monitoring service standards and policies? *Yes*

Which required transit monitoring methods are NOT included, if any? *None missing*

SAFE Analysis

Did you include the written policies and procedures for your service and fare equity analyses process? *Yes*

What required service and fare equity analysis policies or procedures are missing, if any? *No required policies and/or procedures were missing from the submission*

Did you identify any service and/or fare equity analyses from the last 3 years? *Yes*

Did you include the results of the service and/or fare equity analyses conducted in the last 3 years? *Yes*

If there were service and/or fare equity analyses conducted in the last 3 years, what required documentation is NOT included, if any? *No documentation elements were missing from the submission*

FTA Reviewer Comments:

Not Included

Also, please visit the FTA Civil Rights webpage for more information:

<https://www.transit.dot.gov/title6>

Appendix B



Metro

**CIVIL RIGHTS
Civil Rights Policy**

(CIV 5)

POLICY STATEMENT

The Los Angeles County Metropolitan Transportation Authority (LACMTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin, in accordance with Title VI of the Civil Rights Act of 1964. LACMTA also prohibits discrimination based on religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other basis protected under applicable federal or state law.

PURPOSE

This policy ensures that LACMTA programs (including fares, routing, scheduling, and quality of transportation services) are operated without regard to race, color, national origin, religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other protected classification under applicable federal or state law. Frequency of service, age and quality of LACMTA vehicles assigned to routes, quality of LACMTA stations and location of routes will be determined based on legitimate, business-related considerations. This policy will be updated annually.

APPLICATION

This policy applies to all LACMTA employees, applicants, contractors and customers with respect to LACMTA services, programs, and activities.


APPROVED: County Counsel or N/A

Teyanna L. Williams

Department Head



ADOPTED CEO

Effective Date: 9/8/22



Metro

CIVIL RIGHTS Civil Rights Policy

(CIV 5)

1.0 GENERAL

LACMTA is committed to equal access and ensuring that no person is excluded from participation in its services, or subjected to denial of LACMTA benefits on the basis of race, color, national origin, religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other protected classification under applicable federal or state law. LACMTA is also committed to promoting environmental justice. LACMTA will accomplish these goals by:

- Ensuring that the level and quality of transportation service are provided without regard to a patron's protected class(es);
- Promoting full and fair participation by potentially affected populations in transportation decision-making;
- Preventing denial, reduction or delay in the provision of LACMTA services and programs on the basis of an individual's protected classification;
- Preventing changes (e.g., denial, reduction or delay) to the provision of LACMTA services and programs that would inequitably and adversely affect minority or low-income populations; and
- Providing meaningful access to LACMTA services and programs to persons with limited English proficiency (LEP).

2.0 PROCEDURES

Any person who believes they were discriminated against in the provision of a LACMTA program or activity on the basis of their protected classification may submit a written complaint to LACMTA's Office of Civil Rights, Racial Equity & Inclusion (OCREI).

Persons with limited English proficiency, or those who require assistance drafting or submitting a complaint, may contact the Metro Customer Relations Department in person at the Plaza Level, One Gateway Plaza, Los Angeles, CA 90012, or by calling 1.800.464.2111.

2.1 Reporting

The complaint must be filed in writing within 180 days from the date of the alleged discriminatory action. Complaint forms, though not required to be used, are available through LACMTA Customer Relations or on the LACMTA website at <https://www.metro.net/CivilRightsComplaintForm>. Written complaints may be submitted with LACMTA Customer Relations or the Office of Civil Rights, Racial Equity & Inclusion.



Metro

CIVIL RIGHTS Civil Rights Policy

(CIV 5)

- **Customer Relations**

Address: Plaza Level, One Gateway Plaza, Los Angeles, CA 90012

Email: CustomerRelations@Metro.net

Phone: 1.800.464.2111

- **Office of Civil Rights, Racial Equity & Inclusion**

Address: One Gateway Plaza, Los Angeles, CA 90012 (MS: 99-19-2)

Email: EEODept@Metro.net

Phone: 213.418.3190

Any LACMTA employee who becomes aware of a discrimination complaint should immediately contact the OCREI for handling.

In addition to, or in lieu of utilizing LACMTA's civil rights complaint process, a person may file a complaint pertaining to race, color or national origin with the Federal Transit Administration (FTA), Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

2.2 Reviewing

After a complaint is submitted, the OCREI will review the complaint to determine whether the matter is within its jurisdiction (i.e., whether the Complainant has alleged discriminatory treatment or harassment based on a protected class) and whether there is sufficient information to investigate.

If the OCREI determines the complaint is within its jurisdiction and further investigation is possible, it will assign an investigator to conduct an investigation. If the Complainant has provided OCREI with a mailing or email address, the OCREI may issue an acknowledgement letter informing the Complainant of the investigation. All complaints will be investigated promptly and handled in a confidential manner. However, information learned in the course of investigations may be disclosed on a need-to-know basis.

If jurisdiction is found not to exist with the OCREI, but does exist in another department, the complaint will be forwarded to the appropriate department for handling.



Metro

CIVIL RIGHTS Civil Rights Policy

(CIV 5)

2.3 OCREI Investigative Process

The investigator will take the followings steps to investigate the alleged discriminatory act:

- Identifying, requesting and reviewing all relevant information and documents.
- Identifying and interviewing persons with information relevant to the alleged discrimination, including, but not limited to, the Complainant, witnesses, and persons who may have been subjected to related conduct, as applicable.

2.4 Subsequent/Amended Complaints

Any subsequent complaint or amended charge may be submitted utilizing the Civil Rights Complaint Form or in a different written format. The OCREI will determine whether the subsequent complaint or amended charge should stand on its own or be incorporated into the original complaint and investigation.

2.5 Completion of Investigation

Upon completion of the investigation, the Investigator prepares a final investigative report for the Director, EEO & Investigations, with a copy provided to the Chief of OCREI and the Office of the County Counsel. Certain parties, including the Complainant and Respondent, are issued written notification of the investigative findings.

If no violation is found, the Complainant may contact the Office of Civil Rights, Racial Equity & Inclusion to request an appeal of the investigative findings directly to LACMTA, Deputy Chief, Office of Civil Rights & Inclusion, One Gateway Plaza, 99-19-2, Los Angeles, CA 90012

2.6 Implementation of Remedial Actions

If a policy violation is found, Metro reserves the right to take appropriate remedial steps.

3.0 DEFINITION OF TERMS

Title VI – Title VI of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance.

Equal Access – Requirement of non-discrimination in transit services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as



Metro

CIVIL RIGHTS Civil Rights Policy

(CIV 5)

amended. LACMTA also prohibits discrimination based on religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other basis protected under applicable federal or state law.

Discrimination – Any act or failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person public transit services or benefits because of race, color, national origin, religion, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, gender expression, military and veteran status, genetic information or any other basis protected under applicable federal or state law.

Environmental Justice – Efforts made to prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects.

4.0 RESPONSIBILITIES

The Office of Civil Rights, Racial Equity & Inclusion (OCREI) maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by LACMTA to resolve the complaint, as applicable.

5.0 FLOWCHART

Not Applicable

6.0 REFERENCES

- Title VI of the 1964 Civil Rights Act
- FTA Circular 40702.1B
- Unruh Civil Rights Act of 1959

7.0 ATTACHMENTS

1. Civil Rights Complaint Form

8.0 PROCEDURE HISTORY

03/01/08 Policy memo.



Metro

**CIVIL RIGHTS
Civil Rights Policy**

(CIV 5)

- 01/08/09 Policy updated and revised into GEN 5 format template with the purpose of recognizing the importance of LACMTA's obligation regarding non-discrimination. Entire Procedure section revamped and streamlined to reflect current practices.
- 05/06/10 Policy updated to reflect administrative changes.
- 02/10/11 Revised to include protected classes sex, age and disability.
- 11/30/11 Policy renamed from Title VI Statement of Policy to Civil Rights Policy. Policy revised to reflect administrative changes. Updated § 6.0 References. Under References: added the Unruh Civil Rights Act of 1959 and removed the Limited English Proficiency Outreach Plan.
- 10/17/12 Added more protected classifications; changed responsibility from EEO Manager to the Manager of Civil Rights Programs; expanded the investigation process from 90 to 120 days; updated FTA Circular reference; added Environmental Justice definition; added complaint form attachment
- 08/01/13 Subsuming the Non-Discrimination in Providing Services (EO6) policy due to duplication.
- 12/05/13 Annual review: changed policy call letters from EO to CIV; added additional protections.
- 12/15/14 Annual review: non-substantive changes.
- 04/21/16 Annual review: non-substantive changes; updated titles and department name
- 04/24/17 Annual review: updated FTA's Office of Civil Rights address, and titles; the Chief Civil Rights Officer receives a copy of the final investigative report.
- 04/05/18 Annual review: updated the complaint form hyperlink.
- 04/22/19 Annual review: updated the complaint form hyperlink.
- 03/30/20 Annual review: non-substantive changes; updated titles and OCR mailing address
- 08/08/22 Review: non-substantive changes; updated contact info, as appropriate.



Metro

Civil Rights Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that 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. In addition to Title VI, Metro also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status, or sexual orientation.

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please let us know.

Complete and return this form to: Metro Customer Relations, Los Angeles County Metropolitan Transportation Authority, 1 Gateway Plaza, Los Angeles, CA 90012.

1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Telephone No.: (home/cell) _____ (other) _____

5. Email address: _____

6. Person discriminated against (if someone other than the complainant):

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

7. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

a. Race

c. National Origin

e. Age

b. Color

d. Sex

f. Disability



Metro

g. Religion h. Medical Condition i. Marital Status

j. Sexual Orientation k. Other _____

8. What date did the alleged discrimination take place? _____

9. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

10. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes: No:

If yes, check each box that applies:

Federal agency Federal court State agency

State court Local agency

11. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

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

Complainant's Signature (Optional)

Date

Appendix C

West Santa Ana Branch Transit Corridor

Final Title VI Equity Analysis: Siting and Location of Maintenance and Storage Facility Sites
Task No. 51.0b



Metro®

Final
**Title VI Equity Analysis: Siting and Location of
Maintenance and Storage Facility Sites**

Task No. 51.0b

Prepared for:



Metro[®]

Los Angeles County
Metropolitan Transportation Authority

Prepared by:



environmental planners

Terry A. Hayes Associates Inc.
3535 Hayden Avenue, Suite 350
Culver City, California 90232

Review Copy		
	Date	Initials
Revised by	12/9/2020	AD
Technical Checker	12/15/2020	AB
Format Checker	12/18/2020	SH
QA/QC Manager	12/18/2020	RM
Approved by	12/18/2020	SK

December 18, 2020

CONTRIBUTORS

Terry A. Hayes Associates Inc.

- Terry A. Hayes, CEO
- Allyson Dong, Senior Planner
- Blaire Frei, Assistant Planner

TABLE OF CONTENTS

1	EXECUTIVE SUMMARY	1-1
1.1	Overview	1-1
1.2	Title VI Study Conclusions	1-1
2	INTRODUCTION	2-1
2.1	Project Background and Purpose.....	2-1
2.1.1	Project Background	2-1
2.1.2	Purpose.....	2-3
2.2	Previous Studies	2-3
2.2.1	West Santa Ana Branch Transit Corridor Preliminary Assessment Report of Rail Maintenance Yard Sites	2-3
2.2.2	West Santa Ana Branch Transit Corridor Final Maintenance and Storage Facility Screening Report	2-4
2.3	Public Outreach	2-4
2.3.1	Initial Public Outreach for WSAB MSF Site Options	2-4
2.3.2	Scoping Meetings and Community Meetings.....	2-5
2.4	MSF Sites to be Studied	2-5
3	METHODOLOGY	3-1
3.1	Demographic and Socioeconomic Data	3-1
3.2	Definitions.....	3-2
3.3	Data Analysis	3-2
4	REGULATORY FRAMEWORK.....	4-1
5	AFFECTED ENVIRONMENT/EXISTING CONDITIONS.....	5-1
5.1	Affected Cities	5-1
5.1.1	City of Vernon	5-1
5.1.2	City of Cudahy.....	5-1
5.1.3	City of South Gate	5-1
5.1.4	City of Paramount.....	5-2
5.1.5	City of Bellflower	5-2
5.2	MSF Site Options	5-2
5.2.1	Vernon Site 4	5-2
5.2.2	Cudahy Site 14.....	5-5
5.2.3	South Gate Site 17A	5-6
5.2.4	South Gate Site 17B	5-8
5.2.5	Paramount Site 7	5-10
5.2.6	Paramount Site 18.....	5-13
5.2.7	Bellflower Site 20	5-15
5.3	Demographic and Socioeconomic Characteristics of the Affected Area	5-17
5.3.1	Minority Population.....	5-17
5.3.2	Limited English Proficiency.....	5-21
5.3.3	Minority Employment.....	5-23
5.3.4	Minority-Owned Businesses	5-24

6 ASSESSMENT AND CONCLUSION 6-1

6.1 Disparate Impact Assessment 6-1

6.1.1 Minority Population..... 6-1

6.1.2 Limited English Proficiency Population..... 6-1

6.1.3 Minority-Owned Business..... 6-3

6.2 Conclusions 6-3

7 REFERENCES..... 7-1

Tables

Table 1-1. Summary of Disparate Impacts to Minority Population, Limited English Proficiency Population, and Minority-Owned Businesses 1-2

Table 3-1. 2011-2015 American Community Survey Data Tables..... 3-1

Table 5-1. Demographic and Socioeconomic Characteristics of the Affected Cities..... 5-1

Table 5-2. Total and Minority Population of the Jurisdiction..... 5-17

Table 5-3. Total and Minority Population of Affected Area (within 0.25 mile of MSF Site) 5-17

Table 5-4. Limited English Proficiency in the Affected Cities..... 5-22

Table 5-5. Limited English Proficiency in the Affected Area (within 0.25 mile of MSF Site Option)..... 5-22

Table 5-6. Share of Jobs by Worker Race and Ethnicity in the Affected Cities 5-23

Table 5-7. Share of Jobs by Worker Race and Ethnicity in the Affected Area 5-23

Table 5-8. Impacted Jobs and Businesses Located within the MSF Site Boundaries..... 5-24

Table 5-9. Impacted Businesses Adjacent to MSF Site Boundaries..... 5-25

Table 6-1. Difference Between Minority Populations in the Affected Area and LA County 6-2

Table 6-2. Difference Between LEP Populations in the Affected Area and LA County..... 6-2

Table 6-3. Difference Between Minority-Owned Businesses within the MSF Site Boundaries and LA County..... 6-3

Table 6-4. Summary of Disparate Impacts to Minority Population, LEP Population, and Minority-Owned Businesses 6-4

Figures

Figure 2-1. WSAB Build Alternatives.....	2-2
Figure 2-2. WSAB MSF Site Options	2-6
Figure 5-1. Vernon Site 4.....	5-3
Figure 5-2. Land Uses within 0.25-mile of Vernon Site 4.....	5-4
Figure 5-3. Cudahy Site 14	5-5
Figure 5-4. Land Uses within 0.25-mile of Cudahy Site 14	5-6
Figure 5-5. South Gate Site 17A.....	5-7
Figure 5-6. Land Uses within 0.25-mile of South Gate Site 17A.....	5-8
Figure 5-7. South Gate Site 17B.....	5-9
Figure 5-8. Land Uses within 0.25-mile of South Gate Site 17B.....	5-10
Figure 5-9. Paramount Site 7	5-11
Figure 5-10. Land Uses within 0.25-mile of Paramount Site 7	5-12
Figure 5-11. Paramount Site 18	5-13
Figure 5-12. Land Uses within 0.25-mile of Paramount Site 18	5-14
Figure 5-13. Bellflower Site 20	5-15
Figure 5-14. Land Uses within 0.25-mile of Bellflower Site 20	5-16
Figure 5-15. Citywide Minority Share of the Total Population of the Affected Cities.....	5-18
Figure 5-16. Minority Share of the Total Population of the Affected Area (within 0.25 mile of MSF Site)	5-19
Figure 5-17. Affected Cities	5-20
Figure 5-18. Race and Ethnic Composition of the Affected Area (within 0.25 mile of MSF Site).....	5-21

ACRONYMS AND ABBREVIATIONS

ACS	American Community Survey
CFR	Code of Federal Regulations
DOT	Department of Transportation
EIR	environmental impact report
EIS	environmental impact statement
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
I-	Interstate
LA	Los Angeles
LEP	Limited English Proficiency
LRT	light rail transit
Metro	Los Angeles County Metropolitan Transportation Authority
MSF	maintenance and storage facility
NEPA	National Environmental Policy Act
NOP	Notice of Preparation
PEROW	Pacific Electric Right-of-Way
Project	West Santa Ana Branch Transit Corridor Project
ROW	right-of-way
WSAB	West Santa Ana Branch

1 EXECUTIVE SUMMARY

1.1 Overview

The West Santa Ana Branch (WSAB) Transit Corridor Project (Project) is a proposed light rail transit (LRT) line that would extend from four possible northern termini in southeast Los Angeles (LA) County to a southern terminus in the City of Artesia, traversing densely populated, low-income, and heavily transit-dependent communities. A maintenance and storage facility (MSF) would be developed as part of the Project that would accommodate daily servicing and cleaning, inspection and repairs, and storage of light rail vehicles for the WSAB line. The Draft Environmental Impact Statement/Environmental Impact Report (EIS/EIR) analyzes two MSF site options: the Paramount MSF site option (Paramount Site 18) and the Bellflower MSF site option (Bellflower Site 20) .

The purpose of this Title VI Equity Analysis is to ensure the MSF site options proposed by the Project are selected without regard to race, color, or national origin per Title VI of the Civil Rights Act of 1964 (42 United States Code Section 2000d) and in compliance with 49 Code of Federal Regulations (CFR) Section 21.9 (Non-Discrimination in Federally-Assisted Programs of the Department of Transportation). The Title VI Equity Analysis has been prepared to meet the requirements of the Federal Transit Administration (FTA) Circular 4702.1B and the Los Angeles Metropolitan Transportation Authority (Metro) Administrative Code Section 2-50-015.

1.2 Title VI Study Conclusions

The initial assessment identified 21 potential MSF site options, of which 7 of the 21 MSF site options were recommended for further study. To demonstrate that a range of other MSF site options were considered without regard to race, color or national origin, the seven MSF site options recommended for further consideration are evaluated in this document. The MSF site options evaluated in this Title VI Equity Analysis are as follows: Vernon Site 4, Cudahy Site 14, South Gate Site 17A, South Gate Site 17B, Paramount Site 7, Paramount Site 18, and Bellflower Site 20. The cities located within the 96-square-mile WSAB corridor are comprised of largely minority populations. As a result, any potential MSF site option locations within the WSAB corridor would be within minority areas, as is the case for each of the seven MSF site options under consideration. To effectively and efficiently serve the WSAB Project, the MSF site options would need to be located close to the alignment and ultimately within the Affected Cities. Each MSF site option would result in disparate impacts as summarized in Table 1-1.

Table 1-1. Summary of Disparate Impacts to Minority Population, Limited English Proficiency Population, and Minority-Owned Businesses

Affected Area	Disparate Impact to Minority Population	Disparate Impact to LEP Population	Disparate Impact to Minority-Owned Businesses
Vernon Site 4	•	•	
Cudahy Site 14	•	•	
South Gate Site 17A	•	•	•
South Gate Site 17B	•		•
Paramount Site 7	•	•	
Paramount Site 18	•	•	
Bellflower Site 20	•		

Source: U.S. Census Bureau 2016; TAHA 2019.

Note: LEP = Limited English Proficiency

Although the MSF site options could result in disparate impacts, the MSF site options were selected without regard to race, color, or national origin. Instead, the MSF site options were determined based on property location, type, and private and public ownership; addressing Metro facility operational and engineering requirements; and city support. The MSF site options were also determined based on the ability to meet project goals (i.e., to provide mobility improvements; support for local and regional land use plans and policies; minimization of environmental impacts; cost effectiveness and financial feasibility; equity; and preliminary engineering design). Based on these project goals, Paramount Site 18 and Bellflower Site 20 were recommended in the *West Santa Ana Branch Transit Corridor Project Final Maintenance and Storage Facility Screening Report* (Metro 2019) for further consideration in the environmental phase of the Project and would be the best options to serve all the Build Alternatives.

2 INTRODUCTION

2.1 Project Background and Purpose

2.1.1 Project Background

The FTA and Metro are the Lead Agencies for the WSAB Project, a proposed LRT line that would extend from four possible northern termini in southeast LA County to a southern terminus in the City of Artesia (Figure 2-1). The Project would provide reliable, fixed guideway transit service that would increase mobility and connectivity for historically underserved, transit-dependent and environmental justice communities; reduce travel times on local and regional transportation networks; and accommodate substantial future employment and population growth. The Lead Agencies are currently preparing a Draft EIS/EIR per the National Environmental Policy Act (NEPA) and California Environmental Quality Act.

Existing Metro LRT lines throughout the region include a dedicated MSF for the specific LRT line that facilitates light rail vehicle maintenance associated with operations, including daily servicing and cleaning, inspection and repairs, and light rail vehicle storage. Similarly, an MSF dedicated to the operation of the WSAB LRT is part of the Project and would be constructed and developed based on project requirements and standards. In order to efficiently serve the Project during operation, potential MSF sites would be best located in proximity to and directly adjacent to the alignment. Several studies were prepared beginning in June 2017 to determine potential MSF sites to be included and evaluated as part of the Project in the Draft EIS/EIR. As further discussed in Section 2.2, the siting for potential MSF sites in the studies were based on their potential distance and accessibility to the alignment, review of vacant and underutilized areas (i.e., industrial sites), site acreage, and city support. The project corridor is characterized as highly urbanized (i.e., north of the Interstate (I-) 10 freeway, downtown Los Angeles, and Vernon) consisting of a mix of industrial, institutional, commercial, and residential uses, to urban and suburban in nature (i.e., Cudahy, South Gate, Paramount, and Bellflower). As the project corridor includes densely developed areas north of the I-10 freeway, proposed MSF sites were identified south of the I-10 freeway in which the project alignment would use existing freight rail rights-of-way (ROWs) and pass through largely industrial areas with residential areas historically built around the rail ROW.

Based on the initial assessment for MSF site options, 21 MSF site options were identified, with 7 of the 21 MSF site options recommended for further study. Based on technical analysis and stakeholder comments, the 7 MSF site options were further narrowed down to 4 MSF site options. Of the 4 MSF site options, 2 MSF site options were recommended and included as part of the Project: Paramount Site 18 and Bellflower Site 20.

Figure 2-1. WSAB Build Alternatives



Source: Metro 2020.

2.1.2 Purpose

Metro Administrative Code Section 2-50-015 states that Metro shall complete a Title VI Equity Analysis during the planning stage with regard to where a project (storage facilities, maintenance facilities, operation centers, etc.) is located or sited to ensure the location is selected without regard to race, color, or national origin. Title VI of the Civil Rights Act of 1964 (42 United States Code Section 2000d) states that “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.” FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, requires an equity analysis to ensure that the location of a maintenance, storage, or operation facility is selected without regard to race, color, or national origin.

This Title VI Equity Analysis will demonstrate that the two recommended MSF site options (Paramount Site 18 and Bellflower Site 20) analyzed in the Draft EIS/EIR were selected without regard to race, color, or national origin. To demonstrate that a range of other MSF site options were considered without regard to race, color, or national origin, the recommended 7 of the initial 21 MSF site options for further consideration are evaluated. This Title VI Equity Analysis has been prepared to meet the requirements of FTA Circular 4702.1B and Metro Administrative Code Section 2-50-015.

2.2 Previous Studies

Several studies were prepared to identify potential MSF sites to be included and evaluated as part of the Project in the Draft EIS/EIR. The following sections summarize the conclusions for each study.

2.2.1 West Santa Ana Branch Transit Corridor Preliminary Assessment Report of Rail Maintenance Yard Sites

The *West Santa Ana Branch Transit Corridor Preliminary Assessment Report of Rail Maintenance Yard Sites* (Preliminary Assessment Report) (Eco-Rapid Transit 2017) identified an initial set of 21 MSF site options and recommended 7 of the 21 MSF sites options for further study and consideration. The evaluation of MSF site options was based on on-site field visits and evaluation criteria consisting of property location, type, and ownership; Metro facility operational and engineering requirements; a high-level environmental assessment; and initial city support where the MSF could be located. Based on the location of the rail ROW and historical trend of development along and around the rail ROW, challenges for several of the MSF site options included their proximity to adjacent residential communities and surrounding sensitive land uses. Opportunities identified include site size, city support, and minimal environmental impacts. Generally, MSF site options were eliminated based on insufficient site size, engineering challenges, acquisitions and land use incompatibility, and lack of Metro staff and city support at the time of the study.

The final MSF site options recommended for additional analysis were based on input and guidance from Metro Operations Liaison and Countywide Planning staff, and preliminary input from Affected Cities. Based on the findings and opportunities for each MSF site option, the Preliminary Assessment Report recommended further evaluation of Vernon Site 4, Cudahy Site 14, South Gate Site 17B, and Bellflower Site 20.

2.2.2 West Santa Ana Branch Transit Corridor Final Maintenance and Storage Facility Screening Report

The *West Santa Ana Branch Transit Corridor Final Maintenance and Storage Facility Screening Report* (Final Screening Report) (Metro 2019) evaluated Cudahy Site 14, South Gate Site 17B, Paramount Site 18, and Bellflower Site 20 that were identified in the Preliminary Assessment Report. The recommended sites were updated based on project refinements, local government coordination response, and the ability to serve the Build Alternatives. The WSAB corridor and the location of the MSF site options are located in minority population areas with Title VI populations identified. Based on the environmental analysis, each MSF site option would provide job opportunities to low-income and minority populations and would have to address environmental challenges related to potential noise, vibration, and visual impacts to the surrounding environment or traffic, truck route, and other transportation impacts.

The Final Screening Report recommended moving forward with the Paramount Site 18 and Bellflower Site 20 MSF site options based on their ability to provide mobility improvements; support for local and regional land use plans and policies; minimization of environmental impacts; cost effectiveness and financial feasibility; and equity. The report concluded that Paramount Site 18 and Bellflower Site 20 would have the ability to serve the Build Alternatives and were recommended for further consideration in the environmental phase of the Project.

The analysis found that Bellflower Site 20 would provide the greatest project benefits to accommodate the Build Alternatives. Bellflower Site 20 would minimize impacts to the surrounding environment as the at-grade lead track design for the MSF site would be contained within the Pacific Electric Right-of-Way (PEROW) and MSF site. As a result, crossing conflicts and anticipated residential displacements or impacts to sensitive uses are not anticipated. The Final Screening Report also anticipated that the City of Bellflower may need to rezone the site and end its lease with the current occupants. Paramount Site 18 received a medium rating on all goals and a high rating on equity. Paramount Site 18 would be located south of the I-105 freeway and would have the ability to serve the Build Alternatives, although impacts to commercial and residential property particularly along Façade Avenue may occur.

2.3 Public Outreach

Metro has engaged with interested communities, the cities, and key stakeholders to understand the community issues and concerns about the Project.

2.3.1 Initial Public Outreach for WSAB MSF Site Options

As discussed above, the identification of MSF site options was determined based on coordination efforts between Metro and city representatives, including the Cities of Cudahy, Vernon, Bellflower, Paramount, and South Gate. This included meetings with Metro and Eco-Rapid Transit on April 26, May 24, and May 26, 2017; and a stakeholder city meeting on May 3, 2017. Metro also directly coordinated with the Cities of Cudahy and South Gate to discuss support for the MSF site options. Ultimately due to the lack of city support, Cudahy Site 14 and South Gate Sites 17A and 17B were not recommended to be advanced to the environmental phase of the Project.

2.3.2 Scoping Meetings and Community Meetings

Metro issued a Notice of Preparation (NOP) on June 6, 2017. In June 2017, public scoping meetings were held in the Cities of Bellflower, LA, South Gate, and Huntington Park. The meetings provided project updates (including MSF site options) and information to stakeholders with the intent to receive stakeholders' comments and questions to support the environmental process. Over 1,100 comments were received during the public scoping period between June 6, 2017 and August 4, 2017.

On July 11, 2018, Metro issued a revised and recirculated NOP, thereby reinitiating a scoping comment period. The purpose of the revised NOP was to inform the public of the Metro Board's decision to carry forward Alternatives E and G into the Draft EIS/EIR. During the scoping period, public scoping meetings were held along the corridor within the Cities of Los Angeles, Cudahy, and Bellflower. The meetings provided project updates and information to stakeholders with the intent to receive comments and questions on the environmental process. Over 250 comments were received during the public scoping period that ended August 24, 2018.

A total of 22 public community meetings have been conducted since the June 6, 2017 filing of the NOP, including 4 scoping meetings, 4 community meetings, 10 community update meetings, 1 community open house, and 3 updated scoping meetings.

2.4 MSF Sites to be Studied

To demonstrate that a range of other MSF site options were considered without regard to race, color, or national origin, the initial seven MSF site options recommended for further consideration are evaluated. The MSF sites analyzed in this Title VI Equity Analysis are as follows:

- Vernon Site 4
- Cudahy Site 14
- South Gate Site 17 Option A
- South Gate Site 17 Option B
- Paramount Site 7
- Paramount Site 18
- Bellflower Site 20

Figure 2-2 illustrates the location of the MSF site options in the context of the entire Project.

Figure 2-2. WSAB MSF Site Options



Source: TAHA 2020

3 METHODOLOGY

3.1 Demographic and Socioeconomic Data

For purposes of this Title VI Equity Analysis, the Affected Area is defined as those areas located within 0.25-mile around the boundaries of the MSF site options. The Affected Area falls within the boundaries of the following jurisdictions (Affected Cities): Vernon, Cudahy, South Gate, Paramount, and Bellflower.

The demographic information presented is based on data from the U.S. Census Bureau. To be consistent with the analysis presented in the WSAB Draft EIS/EIR, the 2011-2015 *American Community Survey (ACS) 5-Year Estimates* released in 2016 are used. The data is provided at the block group level within the 0.25-mile boundary, and data is not clipped or otherwise altered to fit within the study area boundary. The block group data is analyzed for both the Affected Cities and Affected Area. Demographic information for the Affected Cities and Affected Area is compared to LA County data to determine whether a disparate impact has occurred. Table 3-1 summarizes the 2011-2015 ACS data sets accessed for this analysis.

Table 3-1. 2011-2015 American Community Survey Data Tables

Demographic Metric	2011-2015 ACS Data Table
Population	Table B01003 – <i>Total Population</i>
Minority Populations; Race and Ethnicity ¹	Table B03002 – <i>Hispanic or Latino Origin by Race</i>
Limited English Proficiency (LEP) ²	Table B16004 – <i>Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over</i>

Source: TAHA 2020.

Notes: ¹ Minority Populations/Race and Ethnicity (including Non-Hispanic Black/African American, Non-Hispanic American Indian/Alaska Native, Non-Hispanic Asian, Non-Hispanic Native Hawaiian/Other Pacific Islander, and Hispanic or Latino)

² LEP = Limited English Proficiency. Includes Spanish, Asian Pacific Islander languages, and other Indo-European languages.
ACS = American Community Survey

The U.S. Census Bureau's OntheMap visualization tool was used to access the 2011-15 ACS 5-Year Estimates for employment data and analyzed at three geographic tiers: site-specific parcels, adjacent parcels, and parcels within 0.25 mile of the MSF site option boundaries. OntheMap was also accessed to identify the Work Area Profile for each MSF site option and its surrounding area. Work Area Profiles include jobs by worker race and worker ethnicity.

Potentially affected businesses and parcels data for each MSF site option is based on LA County Assessor Parcel Data and technical analysis prepared for the Project. Additional desktop analysis and review of the parcels were conducted using GoogleMaps. To determine minority-owned businesses located on and adjacent to the MSF site options, online research, telephone outreach and field visits were conducted. Site photos were also taken during the field visits.

3.2 Definitions

The following definitions are provided from FTA Circular 4702.1B Chapter 1 and Metro's Administrative Code Section 2-50-20.

Census Block Group: A census block group consists of clusters of blocks within the same census tract. A census block group is the smallest geographical unit for which the U.S. Census Bureau publishes sample.

Disparate Impact: A disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color, or national origin.

Limited English Proficient (LEP) Populations: LEP populations refer to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Minority Persons: A minority person is one who self-identifies as American Indian/Alaska Native, Asian, Black or African American, Hispanic or Latino, and/or Native Hawaiian/Pacific Islander.

Minority Population: A minority population refers to any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed Department of Transportation (DOT) program, policy, or activity.

National Origin. National origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

3.3 Data Analysis

A disparate impact will be deemed to have occurred if the absolute difference between the percentage of the minority population within the Affected Area and the overall percentage of the minority population in LA County is at least 5 percent or if there is a 20 percent or greater difference between the percentages of these two groups. The analysis will determine if the MSF site options were selected on the basis of race, color, or national origin.

4 REGULATORY FRAMEWORK

Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. The FTA has stated that it is committed to ensuring nondiscriminatory transportation in support of the mission to enhance the social and economic quality of life for all Americans. The FTA Office of Civil Rights is responsible for monitoring FTA recipients' Title VI programs and ensuring their compliance with Title VI requirements. A large portion of the population in the project corridor is identified within the classes of persons protected by Title VI.

Executive Order 12898. Executive Order 12898 (February 11, 1994) places further emphasis on the Title VI protections of race and national origin and is included in the scope of the Federal Highway Administration's (FHWA) Title VI Program. Titled "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," it directs federal agencies to develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations. The order is also intended to promote nondiscrimination in federal programs substantially affecting human health and the environment, and to provide minority and low-income communities' access to public information and an opportunity for public participation in matters relating to human health or the environment.

Executive Order 13166. Executive Order 13166 (August 11, 2000) places further emphasis on the Title VI protections of race and national origin and is included in the scope of the FHWA's Title VI Program. Titled "Improving Access to Services for Persons with Limited English Proficiency," it directs federal agencies to evaluate services provided and implement a system that ensures that LEP persons are able to meaningfully access the services provided, consistent with, and without unduly burdening, the fundamental mission of the local agency. Additionally, each federal agency shall ensure that recipients of federal financial assistance provide meaningful access to programs, services, and information to their LEP applicants and beneficiaries free of charge.

FTA's Circular 4702.1B, Chapter III, General Requirements. Chapter III of FTA's Circular 4702.1B describes requirements that all FTA recipients must follow to ensure that their programs, policies, and activities comply with DOT's Title VI regulations. The following requirements are listed under "Determination of Site or Location of Facilities:"

- Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part."
- Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." For purposes of this requirement, "facilities" does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the

NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations:

- The recipient shall complete a Title VI Equity Analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI Equity Analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
- When evaluating locations of facilities, recipients should give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
- If the recipient determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

Metro’s Administrative Code, Chapter 2-50, Title VI Requirements and Public Hearings.

Metro’s Administrative Code includes Title VI requirements in Chapter 2-50. Section 2-50-005, Major Service Changes, states that all major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. Section 2-50-015, Determination of Site or Location of Facilities, states:

- This provision applies to, but is not limited to, storage facilities, maintenance facilities, operations centers, etc. This provision does not apply to bus shelters, transit stations, fixed guideways, or ancillary facilities such as power substations.
- Metro shall complete a Title VI Equity Analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. The analysis, which must compare the equity of impacts of various siting alternatives, must occur before the selection of the preferred alternative.

5 AFFECTED ENVIRONMENT/EXISTING CONDITIONS

5.1 Affected Cities

As previously described, the “Affected Area” is defined as those areas within 0.25-mile around the boundaries of the proposed MSF site options, and “Affected Cities” are those jurisdictions within the proposed MSF site options. The MSF site options are located in the Cities of Vernon, Cudahy, South Gate, Paramount, and Bellflower. Table 5-1 summarizes the demographic and socioeconomic characteristics of the cities in which the MSF site options are located.

Table 5-1. Demographic and Socioeconomic Characteristics of the Affected Cities

City	Area (sq mi)	LEP Percent Share of Population (%)	Minority Percent Share of Population (%)	Percent Share Minority Population (%)				
				Non-Hispanic				Hispanic /Latino
				White	Black	Asian	Other	
Vernon	5.2	4.9	75.6	24.4	0.0	7.3	0.0	68.3
Cudahy	1.1	32.1	97.3	2.7	0.3	0.6	0.2	96.2
South Gate	7.5	27.0	97.1	2.9	0.7	0.6	0.3	95.5
Paramount	4.8	20.5	95.0	5.0	9.7	2.9	2.0	80.4
Bellflower	6.2	10.2	82.4	17.6	14.3	11.7	2.1	54.2

Source: U.S. Census Bureau 2016; TAHA, 2019

Note: LEP = Limited English Proficiency

5.1.1 City of Vernon

The City of Vernon, incorporated in 1905, encompasses approximately 5.2 square miles and is generally bounded by the Central City North and Boyle Heights community in the City of Los Angeles, as well as the City of Commerce; the Southeast Los Angeles community in the City of Los Angeles to the west; the City of Huntington Park to the south; and the Cities of Maywood and Bell to the east. The City of Vernon is an exclusively industrial community with a few scattered commercial businesses and a small residential neighborhood located toward the center of the community. The City of Vernon has a residential population of approximately 40 residents.

5.1.2 City of Cudahy

The City of Cudahy, incorporated in 1960, encompasses approximately 1.08 square miles and is generally bounded by the Cities of Bell to the north, Bell Gardens to the east, South Gate to the south, and Huntington Park to the west. The City of Cudahy has a residential population of approximately 24,000 residents.

5.1.3 City of South Gate

The City of South Gate, incorporated in 1923, encompasses approximately 7.5 square miles and is bounded by the Cities of Huntington Park to the north, unincorporated LA County to the north and west, Cudahy and Bell Gardens to the northeast, Downey to the east, and

Lynwood and Paramount to the south. The City of South Gate has a residential population of approximately 95,300 residents.

5.1.4 City of Paramount

The City of Paramount, incorporated in 1957, encompasses approximately 4.8 square miles and is generally bounded by the Cities of Lynwood, South Gate, and Downey to the north; Bellflower to the east; Long Beach to the south; and LA County and Compton to the west. The City of Paramount has a residential population of approximately 55,000 residents.

5.1.5 City of Bellflower

The City of Bellflower, incorporated in 1957, encompasses approximately 6.2 square miles and is generally bounded by the Cities of Downey to the north, Norwalk and Cerritos to the east, Lakewood to the south, and Paramount to the east. The City of Bellflower has a residential population of approximately 77,700 residents.

5.2 MSF Site Options

5.2.1 Vernon Site 4

Vernon Site 4 is an approximately 3.8-acre linear site located in the City of Vernon. The site is bounded by Pacific Boulevard to the north, industrial properties to the east, East 49th Street to the south, and industrial properties to the west (Figure 5-1). The site is currently owned by Metro and zoned for transportation use, with a portion of the site currently leased to the BNSF Railway for freight car storage. The site does not contain any residential uses. The nearest residential neighborhood is located at the Vernon Avenue/Santa Fe Avenue intersection approximately 900 feet west of the northern boundary of the MSF site option. The immediate surrounding area consists of primarily industrial uses.

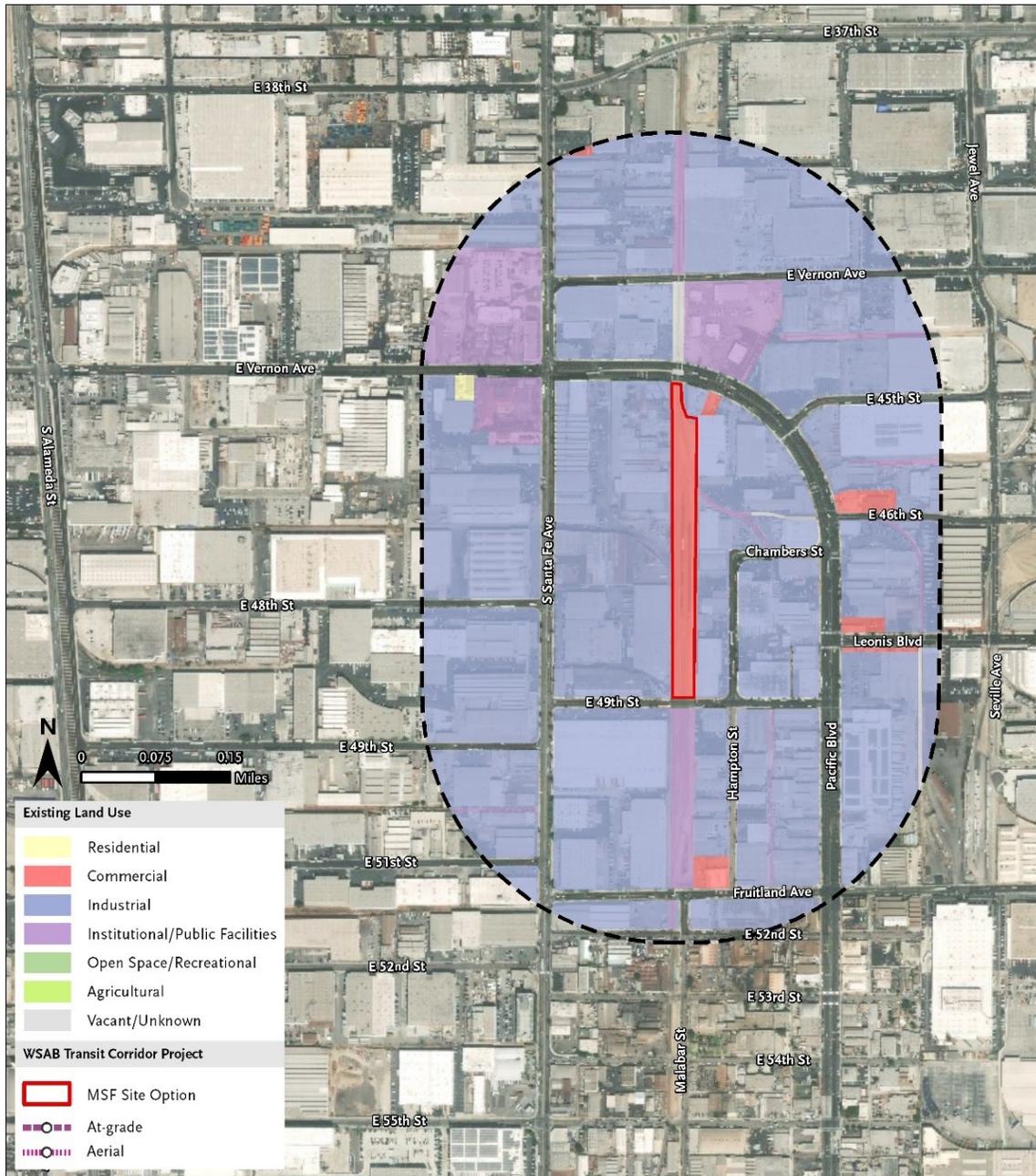
Land uses within 0.25-mile of Vernon Site 4 consist of industrial (87.9 percent), institutional/public facilities (8.8 percent), commercial (3.0 percent), and residential and vacant (> 0.1 percent) (Figure 5-2).

Figure 5-1. Vernon Site 4



Source: TAHA 2019

Figure 5-2. Land Uses within 0.25-mile of Vernon Site 4



Source: TAHA 2019

5.2.2 Cudahy Site 14

Cudahy Site 14 is an approximately 18-acre L-shaped site located in the City of Cudahy. The site is bounded by Cecelia Street to the north, Wilcox Avenue to the east, Patata Street in the south, and industrial properties to the west (Figure 5-3). The site is currently used by various industrial and commercial businesses, including a nightclub, a plastic fabrication company, freight services, and their associated parking facilities. The MSF site option is immediately surrounded with primarily industrial and commercial uses. Residential uses are located farther north and northeast of the project site, and the site does not contain any residential uses.

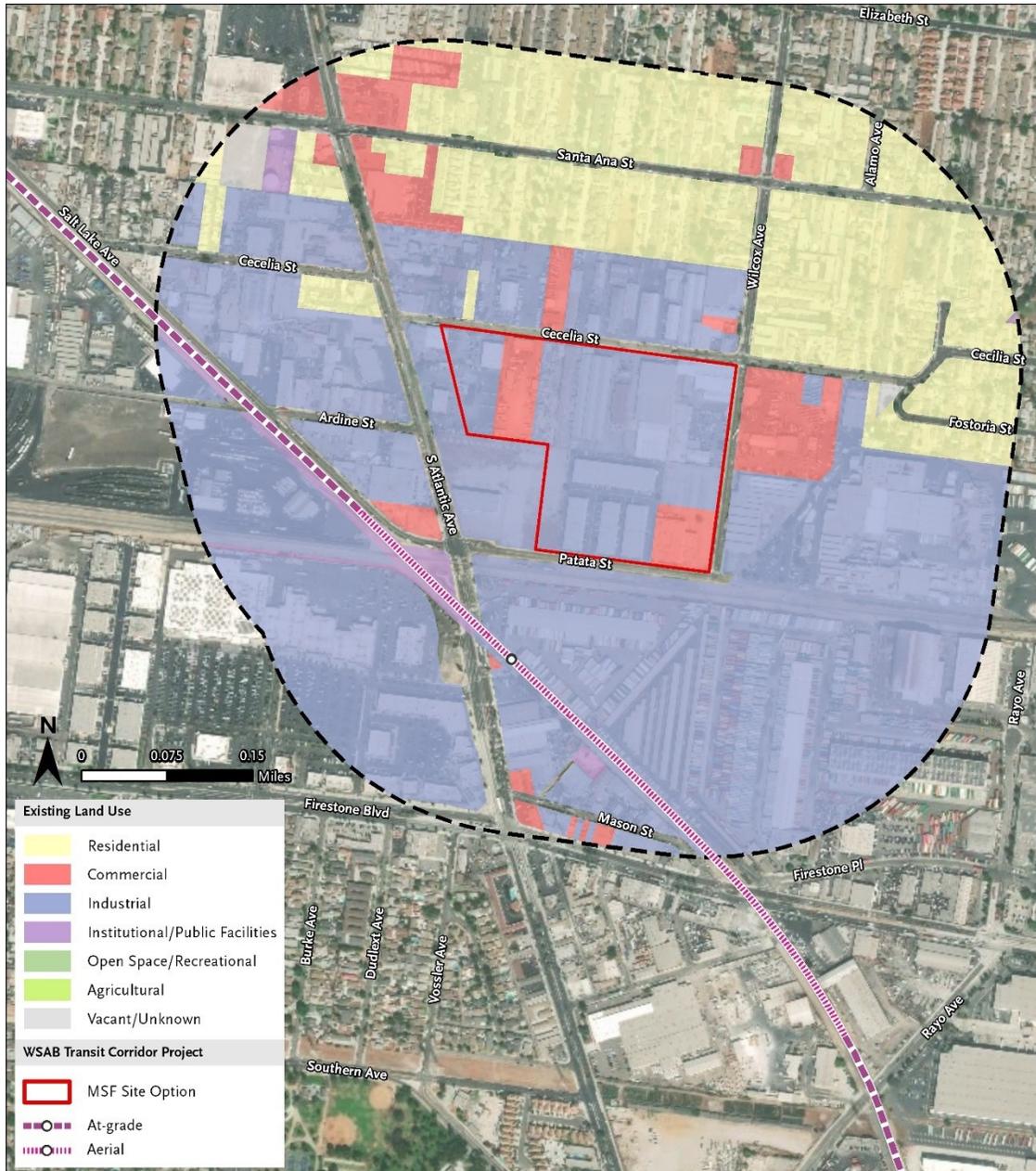
Figure 5-3. Cudahy Site 14



Source: TAHA 2019

Land uses within 0.25-mile of Cudahy Site 14 consist of industrial (47.5 percent), residential (32.9 percent), commercial (14.4 percent), vacant (4.8 percent), and institutional/public facilities and open space (>0.1 percent) (Figure 5-4).

Figure 5-4. Land Uses within 0.25-mile of Cudahy Site 14



Source: TAHA 2019

5.2.3 South Gate Site 17A

South Gate Site 17A is an approximately 25-acre site located in the City of South Gate. The site is bounded by Southern Avenue to the north, Miller Way and Garfield Avenue to the east, the intersection of the Los Angeles River and Rio Hondo Channel to the south, and the I-710 freeway to the west (Figure 5-5). The site is currently composed of industrial and trucking

distribution center properties and their associated parking facilities. The site does not contain any residential uses and may be the future site for the Urban Orchard Project, a new park in the City of South Gate. The MSF site option is immediately surrounded by industrial uses, the I-710 freeway, and the Los Angeles River and Rio Hondo Channel. The nearest residential uses are located farther west of the I-710 freeway and east of the Rio Hondo Channel.

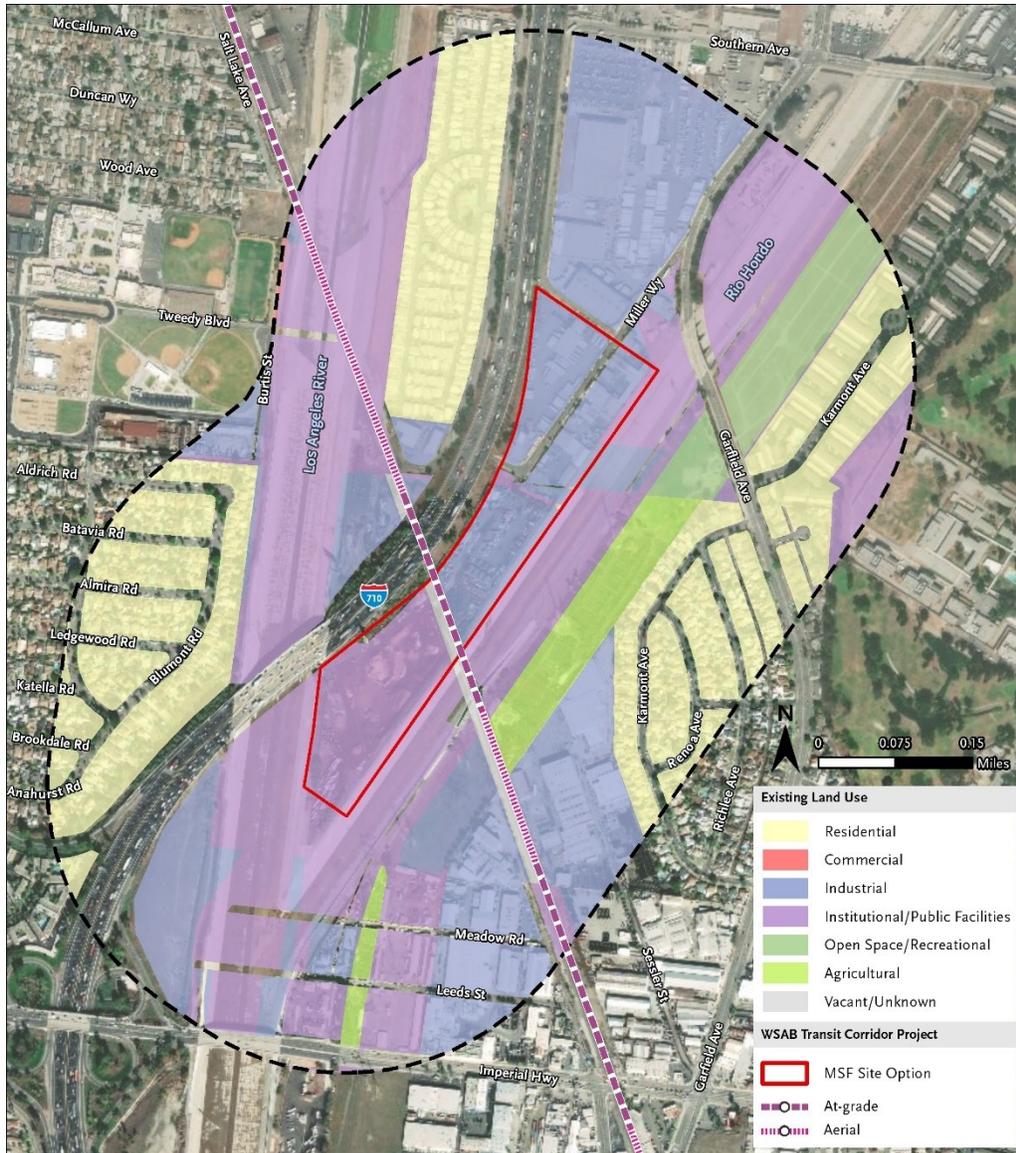
Figure 5-5. South Gate Site 17A



Source: TAHA 2019

Land uses within 0.25-mile of South Gate Site 17A consist of institutional/public facilities, (59.2 percent), industrial (23.3 percent), residential (15.4 percent), agricultural (1.8 percent), and commercial and open space (>0.1 percent) (Figure 5-6).

Figure 5-6. Land Uses within 0.25-mile of South Gate Site 17A



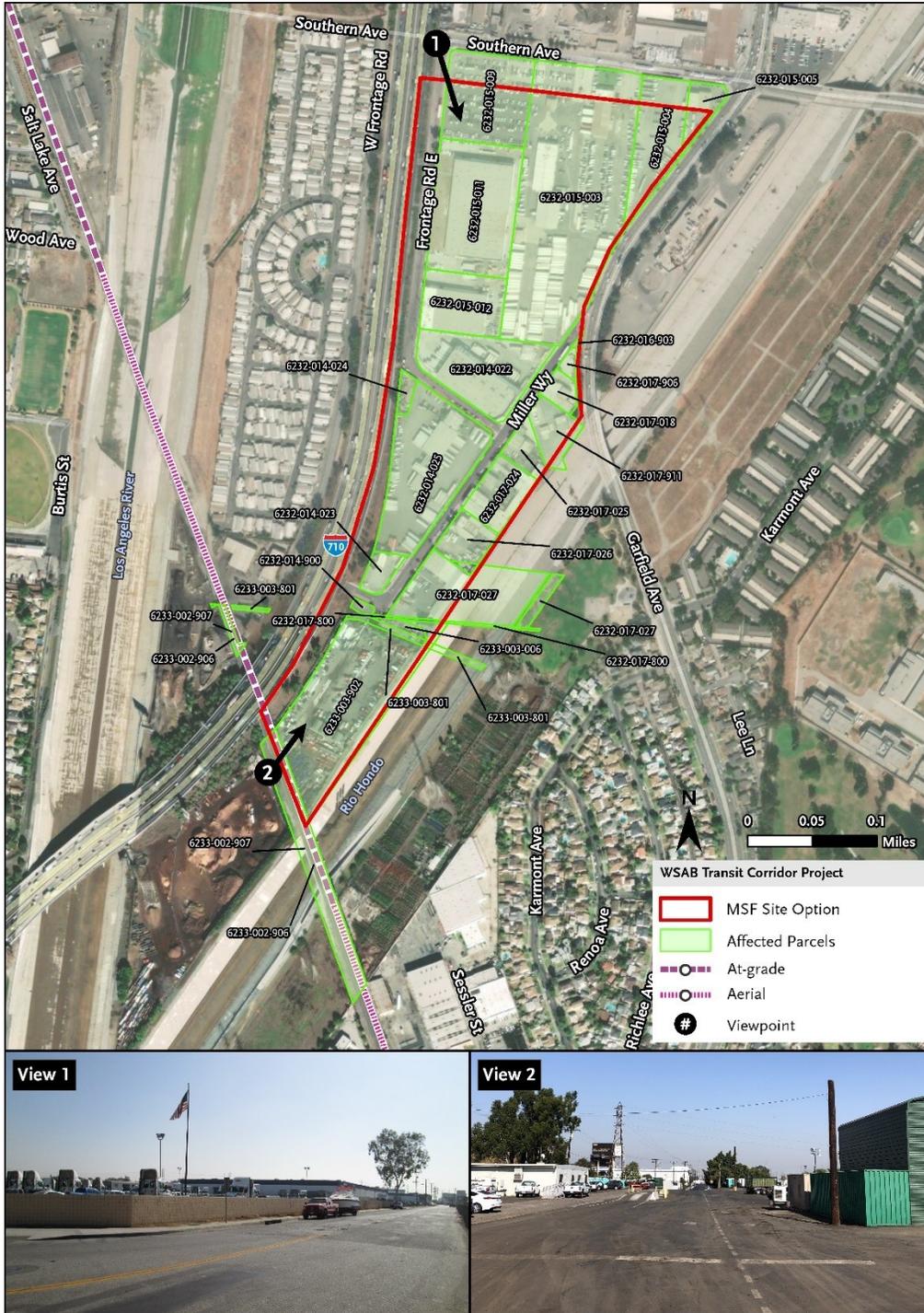
Source: TAHA 2019

5.2.4 South Gate Site 17B

South Gate Site 17B is an approximately 38-acre site located in the City of South Gate. The site is bounded by Southern Avenue to the north, Miller Way and Garfield Avenue to the east, a Union Pacific rail ROW to the south, and the I-710 freeway to the west (Figure 5-7). The site is currently composed of industrial and trucking distribution center properties and their associated parking facilities. The site does not contain any residential uses. The MSF site option is immediately surrounded by industrial uses, the I-710 freeway, and the Los Angeles River and Rio Hondo Channel.

The nearest residential uses are located farther west of the I-710 freeway and east of the Rio Hondo Channel.

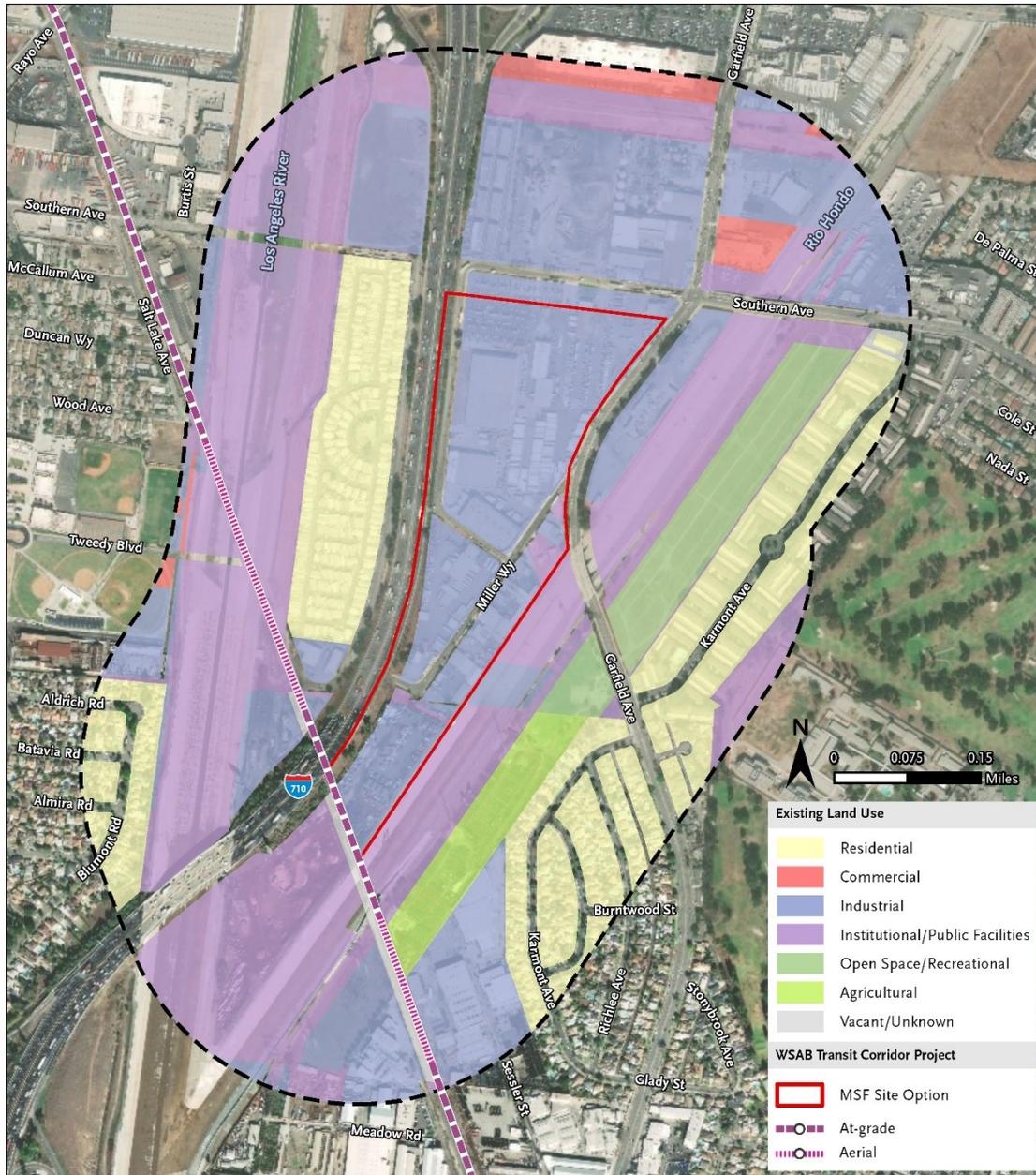
Figure 5-7. South Gate Site 17B



Source: TAHA 2019

Land uses within 0.25-mile of South Gate Site 17B consist of institutional/public facilities, (55.1 percent), industrial (26.0 percent), residential (12.3 percent), commercial (4.5 percent), and agricultural (2.0 percent) (Figure 5-8).

Figure 5-8. Land Uses within 0.25-mile of South Gate Site 17B



Source: TAHA 2019

5.2.5 Paramount Site 7

Paramount Site 7 is an approximately 11-acre linear site located in the City of Paramount. The site is bounded by the I-105 freeway and single-family residences to the north; to the south by a mobile home community and various industrial uses, including the Container Management Group, the Paramount Resource Recycling Center, and freight companies; the

Los Angeles River to the west; and the Ports of Los Angeles and Long Beach San Pedro Subdivision ROW to the south (Figure 5-9). The site is currently vacant land owned and maintained by Southern California Edison and Metro, with major utility lines running through the site. A security barrier is currently installed around the perimeter of the site.

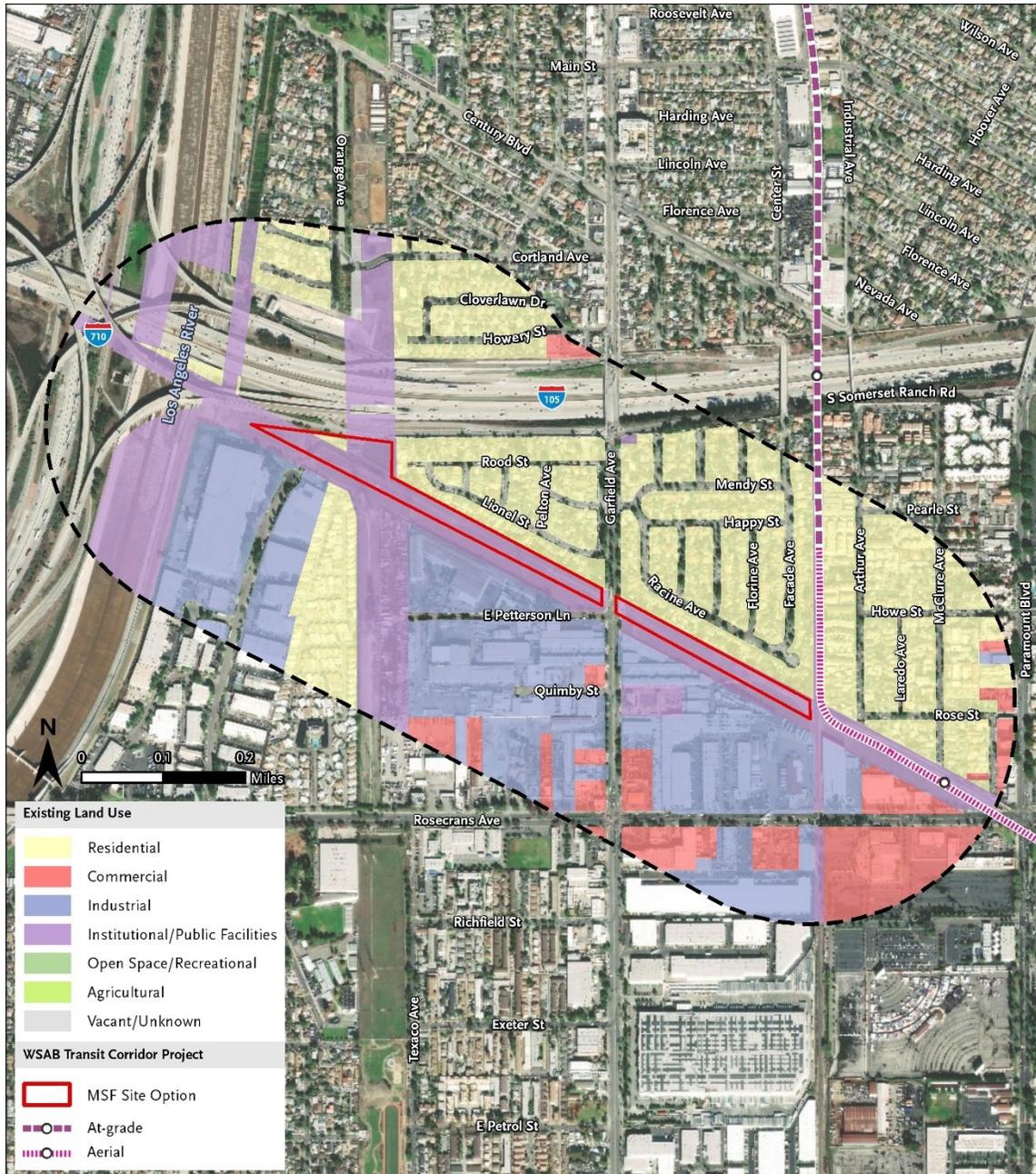
Figure 5-9. Paramount Site 7



Source: TAHA 2019

Land uses within 0.25-mile of Paramount Site 7 consist of residential (42.4 percent), industrial (31.2 percent), institutional/public facilities, (14.2 percent), commercial (10.0 percent), and vacant (2.2 percent) (Figure 5-10).

Figure 5-10. Land Uses within 0.25-mile of Paramount Site 7



Source: TAHA 2019

5.2.6 Paramount Site 18

Paramount Site 18 is an approximately 22-acre site located in the City of Paramount. The site is bounded by All America City Way to the north; by Our Lady of the Rosary Church and School, Paramount Park, Paramount Park Middle School, Paramount High School, and Paramount Adult School to the east; by vacant land to the south; and the Ports of Los Angeles and Long Beach San Pedro Subdivision ROW to the west (Figure 5-11).

Figure 5-11. Paramount Site 18

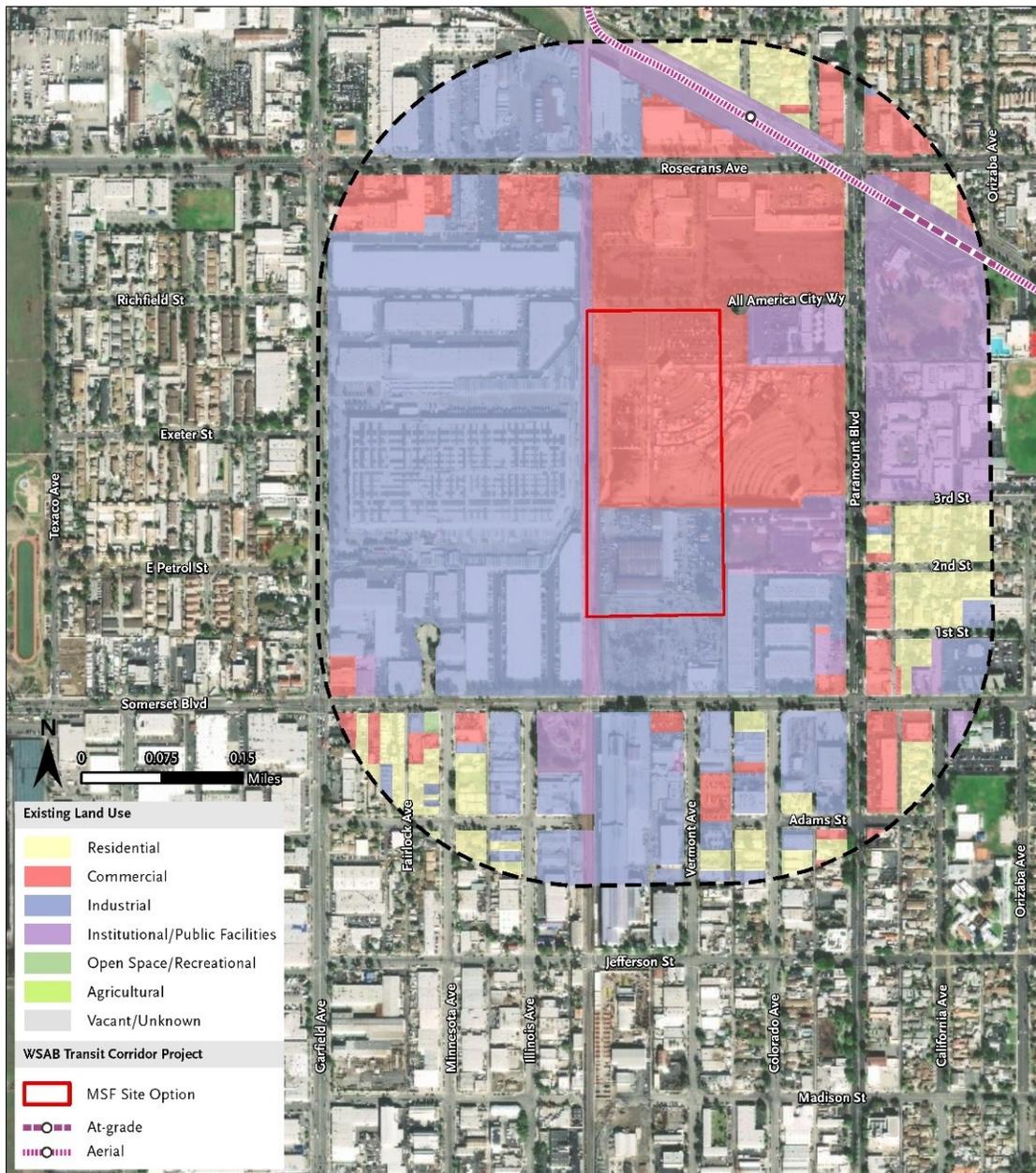


Source: TAHA 2019

The site is currently used for the Paramount Swap Meet, the Paramount Drive-in Theatre and its associated parking, and industrial purposes. A wall to the rear of Our Lady of the Rosary Church and School currently separates the MSF site from this community asset. The Paramount Site 18 MSF site option does not contain residences and is not adjacent to residential uses. The nearest residential uses are located farther east, south, and west of the MSF site option.

Land uses within 0.25-mile of Paramount Site 18 consist of industrial (66.6 percent), commercial (16.8 percent), institutional/public facilities (6.9 percent), residential (5.6 percent), open space (3.4 percent), and vacant (> 0.1 percent) (Figure 5-12).

Figure 5-12. Land Uses within 0.25-mile of Paramount Site 18



Source: TAHA 2019

5.2.7 Bellflower Site 20

Bellflower Site 20 is an approximately 22-acre site located in the City of Bellflower. The site is bounded by Somerset Boulevard to the north, apartment buildings and single-family residences to the east, the WSAB alignment on the PEROW to the south, and industrial properties to the west (Figure 5-13). The site is currently occupied by two commercial recreational businesses, the Hollywood Sports Paintball and Airsoft Park and Bellflower BMX. The site contains no residential uses but adjoins residential areas to the east, north, and south.

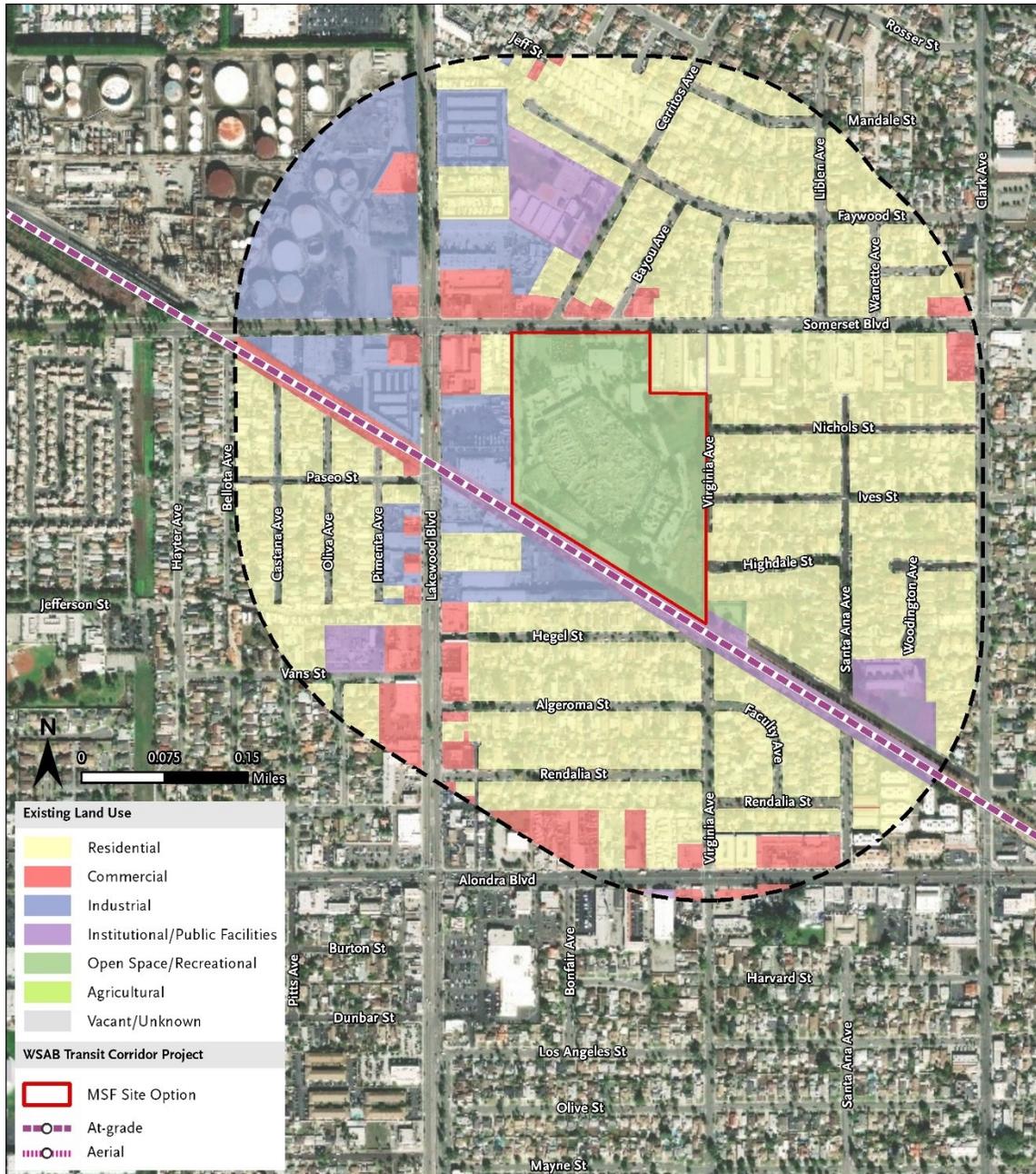
Figure 5-13. Bellflower Site 20



Source: TAHA 2019

Land uses within 0.25-mile of Bellflower Site 20 consist of residential (67.3 percent), industrial (14.7 percent), commercial (7.5 percent), open space (7.1 percent), and institutional/public facilities (3.4 percent) (Figure 5-14).

Figure 5-14. Land Uses within 0.25-mile of Bellflower Site 20



Source: TAHA 2019

5.3 Demographic and Socioeconomic Characteristics of the Affected Area

The following demographic and socioeconomic data is from the U.S. Census Bureau *2011-15 ACS 5-Year Estimates* (U.S. Census 2016) for the Affected Cities of Vernon, Cudahy, South Gate, Paramount, and Bellflower and their respective Affected Areas.

5.3.1 Minority Population

5.3.1.1 Total and Minority Population

Table 5-2 presents the total population and minority share of the total population for each of the Affected Cities. The MSF sites identified for the Project are located in cities with minority populations of primarily Hispanic/Latino ethnicity. Each city has a minority population greater than LA County's share of a minority population of 73.1 percent.

Table 5-2. Total and Minority Population of the Jurisdiction

Jurisdiction	Total Population	Total Minority Population	Minority Share of the Total Population
LA County	10,038,388	7,334,841	73.1%
Vernon	41	31	75.6%
Cudahy	24,138	23,488	97.3%
South Gate	95,350	92,538	97.1%
Paramount	55,023	52,261	95.0%
Bellflower	77,756	64,045	82.4%

Source: U.S. Census Bureau 2016; TAHA, 2019

Table 5-3 presents population and minority share of the total population of the Affected Area for each MSF site option. The share of the minority population is high for the census block groups in the Affected Area. Vernon Site 4 and Cudahy Site 14 have the highest minority percent share (97.7 percent), and Bellflower Site 20 has the lowest minority percent share (84.5 percent).

Table 5-3. Total and Minority Population of Affected Area (within 0.25 mile of MSF Site)

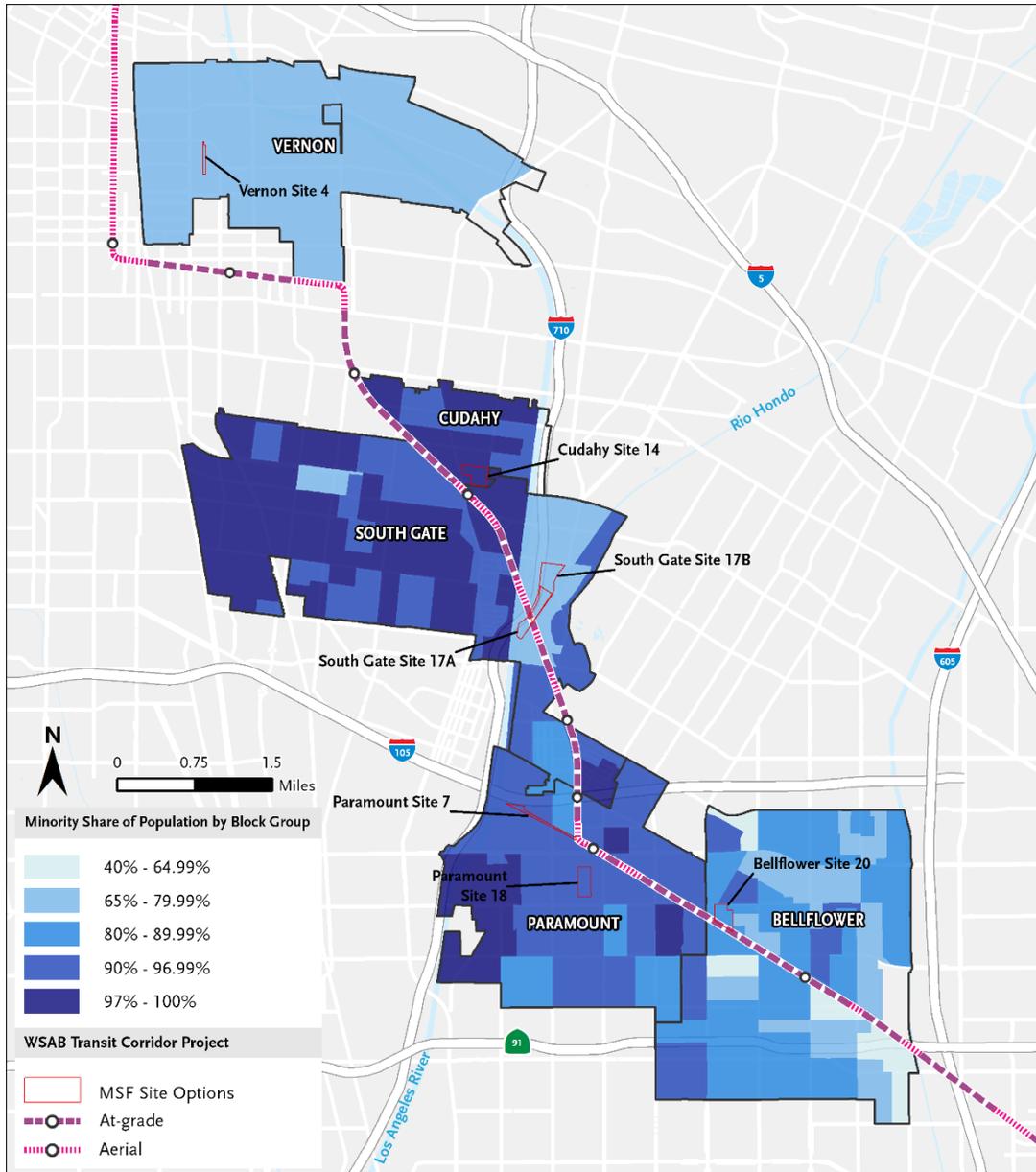
Affected Area	Total Population	Total Minority Population	Minority Share of the Total Population
Vernon Site 4 ¹	916	895	97.7%
Cudahy Site 14	11,954	11,675	97.7%
South Gate 17A	13,664	12,584	92.1%
South Gate 17B	8,589	7,634	88.9%
Paramount Site 7	16,376	15,533	94.9%
Paramount Site 18	12,827	12,226	95.3%
Bellflower Site 20	10,564	8,929	84.5%

Source: U.S. Census Bureau 2016; Southern California Association of Governments; TAHA 2019

¹ The Affected Area of Vernon Site 4 contains a census block group within the boundaries of Huntington Park, a municipality adjacent to the City of Vernon.

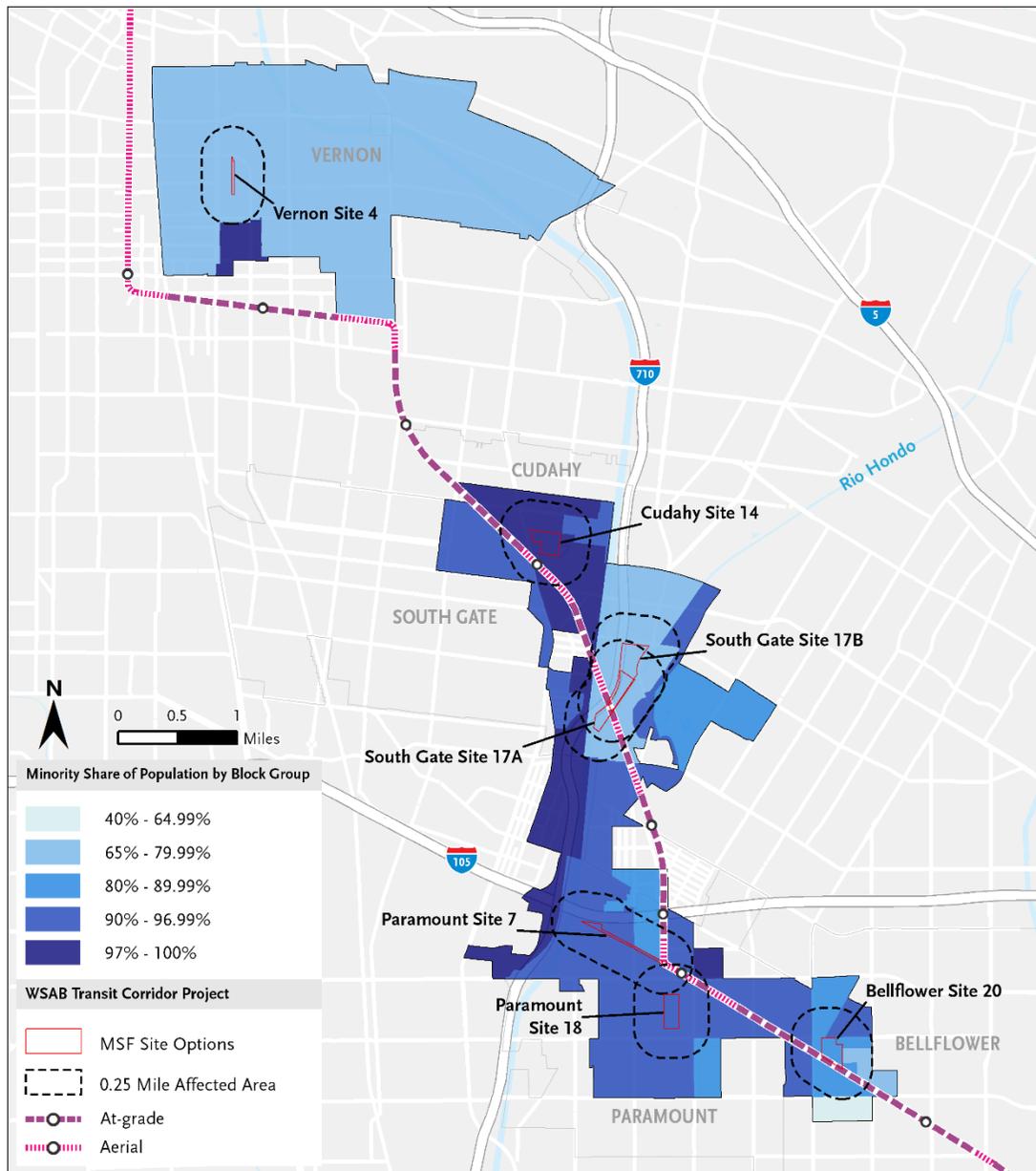
Figure 5-15 and Figure 5-16 illustrates the minority share of the total population at the city-level and within 0.25 mile of the MSF site.

Figure 5-15. Citywide Minority Share of the Total Population of the Affected Cities



Source: TAHA 2019

Figure 5-16. Minority Share of the Total Population of the Affected Area (within 0.25 mile of MSF Site)



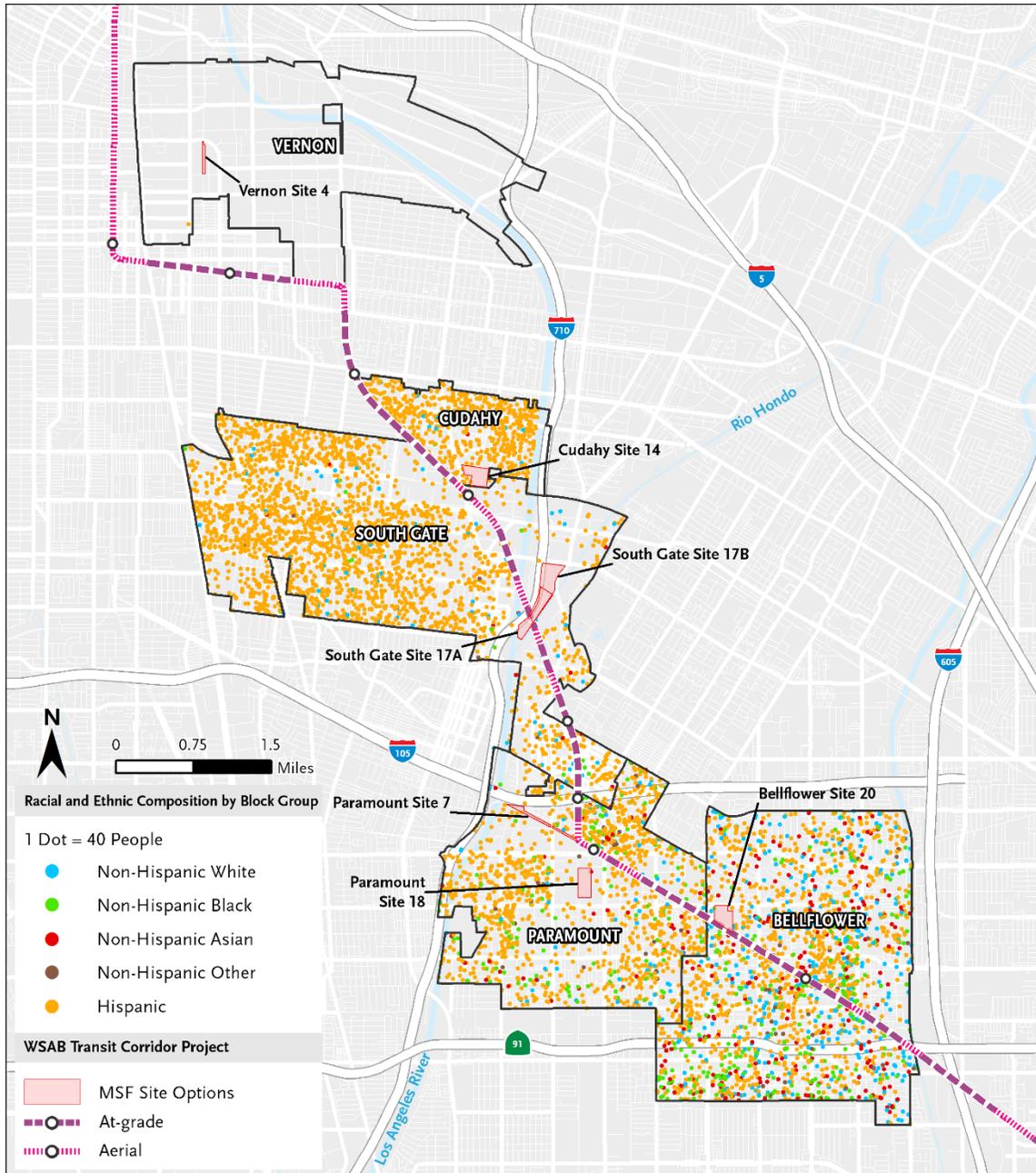
Source: TAHA 2019

5.3.1.2 Race and Ethnicity

Several ethnic and racial groups comprise the minority populations in the Affected Cities and Affected Area. In correlation with the high percent share of a minority population in the Affected Cities and Affected Area, several ethnic and racial groups reside in these areas. Table 5-6 presents the race and ethnicities for each of the Affected Cities. Each city has a larger share of Hispanic/Latino residents compared to LA County (48.2 percent). The City of Cudahy has the largest share of Hispanic/Latino residents (96.2 percent); Bellflower has the largest share of Non-Hispanic Asian residents (11.7 percent); and Vernon has the largest

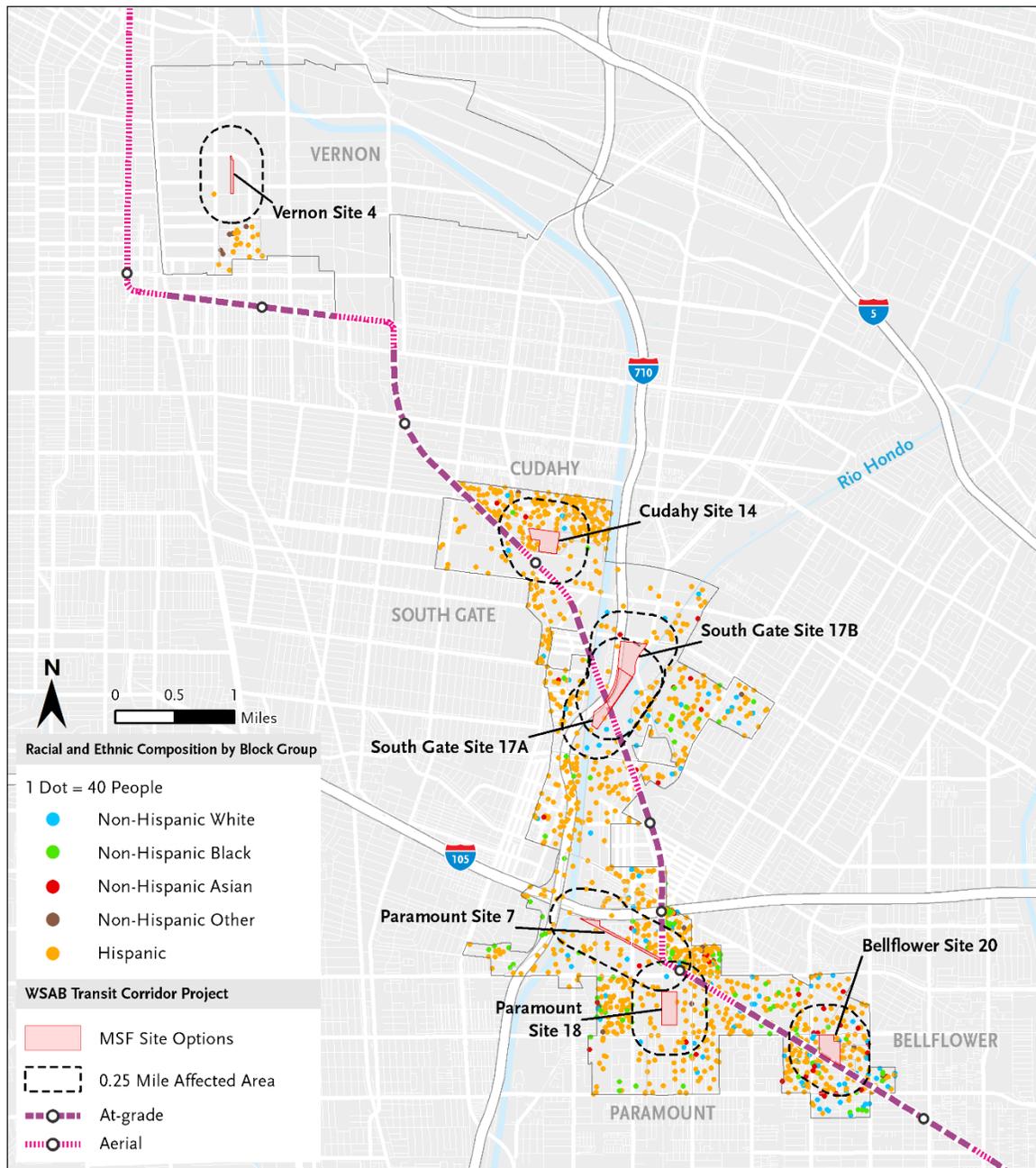
share of Non-Hispanic Black residents (14.3 percent). Vernon also has the largest share of Non-Hispanic White residents (24.4 percent) (Figure 5-17 and Figure 5-18).

Figure 5-17. Affected Cities



Source: TAHA 2019

Figure 5-18. Race and Ethnic Composition of the Affected Area (within 0.25 mile of MSF Site)



Source: TAHA 2019

5.3.2 Limited English Proficiency

LEP populations refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. The share of a community’s population with a LEP population can also correlate with its racial and ethnic makeup.

Table 5-4 shows the share of residents with LEP populations in the Affected Cities in which Spanish is the most common other language spoken for each community, with the exception of Asian/Pacific Island Language in Vernon (4.9 percent). The minority LEP population for each Affected City is higher than LA County (14.7 percent), with the exception of Vernon (4.9 percent). The largest percent of LEP populations are in Cudahy (32.1 percent) and South Gate (27.0 percent).

Table 5-4. Limited English Proficiency in the Affected Cities

Jurisdiction	Any LEP Language ¹	Spanish	Other Indo-European Language	Asian/Pacific Island Language
LA County	14.7%	10.8%	1.0%	2.9%
Vernon	4.9%	0.0%	0.0%	4.9%
Cudahy	32.1%	31.8%	0.0%	0.2%
South Gate	27.0%	26.8%	0.0%	0.1%
Paramount	20.5%	20.0%	0.1%	0.5%
Bellflower	10.2%	8.0%	0.5%	1.7%

Source: U.S. Census Bureau 2016; TAHA 2019

Notes: ¹ Any LEP Language = the total share of the LEP population within the Affected Cities.

LEP = Limited English Proficiency

Table 5-5 shows the share of residents with LEP populations in the Affected Area. Among the LEP populations, Spanish is the most common other language spoken for each community. Although the data shows Vernon Site 4 (37.7 percent) with the largest percentage of LEP populations among the MSF sites, the 0.25 mile around Vernon Site 4 contains a census block group within the boundaries of Huntington Park that may skew the data. All of the Affected Areas would also have a higher percent of LEP populations compared to LA County (14.7 percent), with the exception of South Gate 17B (14.6 percent) and Bellflower Site 20 (13.9 percent).

Table 5-5. Limited English Proficiency in the Affected Area (within 0.25 mile of MSF Site Option)

Affected Area	Any Language	Spanish	Other Indo-European Language	Asian/Pacific Island Language
Vernon Site 4 ¹	37.7%	37.4%	0.0%	0.3%
Cudahy Site 14	28.1%	27.9%	0.0%	0.3%
South Gate Site 17A	18.7%	17.8%	0.2%	0.6%
South Gate Site 17B	14.6%	13.7%	0.4%	0.5%
Paramount Site 7	21.8%	21.4%	0.2%	0.3%
Paramount Site 18	19.2%	18.4%	0.2%	0.5%
Bellflower Site 20	13.9%	11.0%	0.4%	2.6%

Source: U.S. Census Bureau 2016; TAHA 2019

Notes: ¹ The Affected Area around Vernon Site 4 contains a census block group within the boundaries of Huntington Park, a municipality adjacent to the City of Vernon.

MSF = maintenance and storage facility

The other Affected Areas are better represented based on the industrial characteristics of the area and their low population. The largest percent of LEP populations occurs at Cudahy Site 14 (28.1 percent). Bellflower Site 20 has the highest share of LEP residents who speak an Asian/Pacific Island Language (2.6 percent), and South Gate Site 17B and Bellflower Site 20 have the largest share of LEP residents who speak an Other Indo-European Language (0.4 percent).

5.3.3 Minority Employment

Businesses in the Affected Cities and Affected Area have employees from minority populations that could be impacted by construction of an MSF. Table 5-6 shows the share of jobs by worker race and ethnicity in the Affected Cities using a 2015 base year. The City of Bellflower has the highest share of jobs held by Non-Hispanic Black workers (7.7 percent), Non-Hispanic Asian Workers (10.1 percent), and Non-Hispanic Other workers (2.8 percent). The City of Cudahy has the highest share of jobs held by Hispanic/Latino workers (37.9 percent).

Table 5-6. Share of Jobs by Worker Race and Ethnicity in the Affected Cities

Affected Cities	Worker Race and Ethnicity				
	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic Asian	Non-Hispanic Other	Hispanic/Latino
LA County	53.8%	6.8%	10.8%	2.6%	26.5%
Vernon	50.6%	4.0%	8.2%	2.5%	34.7%
Cudahy	49.0%	5.8%	5.5%	1.8%	37.9%
South Gate	50.5%	6.0%	4.9%	2.1%	36.5%
Paramount	50.5%	5.7%	6.9%	2.3%	34.7%
Bellflower	48.8%	7.7%	10.1%	2.8%	30.7%

Source: U.S. Census Bureau 2016; U.S. Census Bureau 2019; TAHA 2019

Table 5-7 shows the share of jobs by worker race and ethnicity in the Affected Area using a 2015 base year. Approximately 50 percent of workers within the Affected Areas are minorities. All of the Affected Areas have a percent share of minority workers higher than LA County (46.2 percent). South Gate Site 17A has the highest share of jobs held by Non-Hispanic Black workers (10.1 percent); Bellflower Site 20 has the highest share of jobs held by Non-Hispanic Asian workers (7.9 percent); and Paramount Site 7 has the highest share of jobs held by Non-Hispanic Other workers (3.0 percent). Cudahy Site 14 and Paramount Site 18 have the highest share of jobs held by Hispanic/Latino workers (35.3 percent).

Table 5-7. Share of Jobs by Worker Race and Ethnicity in the Affected Area

Affected Area	Worker Race and Ethnicity				
	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic Asian	Non-Hispanic Other	Hispanic/Latino
Vernon Site 4 ¹	51.5%	3.7%	6.9%	2.7%	35.2%
Cudahy Site 14	50.1%	5.0%	6.0%	2.1%	36.8%
South Gate Site 17A	49.7%	10.1%	4.3%	2.6%	33.3%
South Gate Site 17B	50.0%	9.7%	4.7%	2.5%	33.1%
Paramount Site 7	52.2%	3.8%	7.0%	3.0%	34.0%
Paramount Site 18	50.5%	5.8%	6.2%	2.2%	35.3%
Bellflower Site 20	50.0%	7.3%	7.9%	2.3%	32.6%

Source: U.S. Census Bureau 2016; U.S. Census Bureau 2019; TAHA 2019

Note: ¹ The Affected Area of Vernon Site 4 contains a census block group within the boundaries of Huntington Park, a municipality adjacent to the City of Vernon.

5.3.4 Minority-Owned Businesses

The prevalence of minority-owned businesses in a given area can indicate economic growth and advances in access to wealth and capital for minorities. For the purposes of this equity analysis, a minority-owned business is defined as a business with 51 percent or more of its stock or equity being owned, operated, and controlled on a daily basis by one or more (in combination) American citizens of the following ethnic minorities: Black, Asian/Asian Pacific Islander, Hispanic, and Native American. The Affected Area contains businesses within and adjacent to the proposed MSF site boundaries, referred to herein as “Impacted Businesses.”

Table 5-8 summarizes the number of impacted businesses and jobs within the MSF site boundaries; businesses identified as minority-owned businesses; and minority-owned businesses presented as a percent share of the total impacted businesses located in the boundaries of the MSF sites. Cudahy Site 14 has the largest percent share of minority-owned businesses within its site boundaries (57.1 percent).

Table 5-8. Impacted Jobs and Businesses Located within the MSF Site Boundaries

MSF Site Option	Impacted On-site Jobs ²	Total Impacted Businesses	Identified Minority-Owned Businesses	Unknown Minority-Owned Status ³	Percent Share of Minority-Owned Businesses
Vernon Site 4 ¹	525	2	0	0	0.0%
Cudahy Site 14	363	7	4	0	57.1%
South Gate Site 17A	69	7	3	1	42.9%
South Gate Site 17B	232	13	2	2	15.4%
Paramount Site 7	125	7	0	0	0.0%
Paramount Site 18	111	3	0	2	0.0%
Bellflower Site 20	100	2	0	0	0.0%

Source: TAHA 2019

Notes: ¹ The Affected Area of Vernon Site 4 contains a census block group within the boundaries of Huntington Park, a municipality adjacent to the City of Vernon.

² Businesses did not provide information about minority-owned status.

³ Preliminary WSAB MSF right-of-way analysis by Epic Land Solutions, Inc. (2018) provided estimates for on-site jobs for Cudahy Site 14, South Gate Site 17B, Paramount Site 18, and Bellflower Site 20.

MSF = maintenance and storage facility

Table 5-9 shows the minority-owned businesses as a percent share of the total impacted businesses adjacent to the boundaries of the MSF site. Bellflower Site 20 has the largest share of minority-owned businesses adjacent to its boundaries (66.7 percent).

Table 5-9. Impacted Businesses Adjacent to MSF Site Boundaries

Affected Area	Total Impacted Businesses	Identified Minority-Owned Businesses	Unknown Minority-Owned Status ²	Share of Minority-Owned Businesses
Vernon Site 4 ¹	19	5	3	26.3%
Cudahy Site 14	14	7	1	50.0%
South Gate Site 17A	8	1	1	12.5%
South Gate Site 17B	10	1	0	10.0%
Paramount Site 7	30	19	1	63.3%
Paramount Site 18	18	7	3	38.9%
Bellflower Site 20	9	6	1	66.7%

Source: TAHA 2019

Notes: ¹ The Affected Area around Vernon Site 4 contains a census block group within the boundaries of Huntington Park, a municipality adjacent to the City of Vernon.

² Businesses did not provide information about minority-owned status.

MSF = maintenance and storage facility

6 ASSESSMENT AND CONCLUSION

6.1 Disparate Impact Assessment

A disparate impact refers to a valid neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color, or national origin. A disparate impact will be deemed to have occurred if the absolute difference between the percentage of the minority population within the Affected Area and the overall percentage of the minority population in LA County is at least 5 percent, or if there is a 20 percent or greater difference between the percentages of these two groups.

The following disparate impact assessment is based on the socioeconomic data of the Affected Area presented in Section 5.

6.1.1 Minority Population

As demonstrated in previous studies and further validated by the socioeconomic data presented herein, the WSAB corridor and the location of the MSF site options are located in minority population areas with Title VI populations. As such all of the MSF site options would result in a disparate impact to minority populations as the Affected Areas contain Title VI protected minority populations with percent minority shares greater than LA County (73.1 percent), as shown in Table 6-1. Although the residential population surrounding Bellflower Site 20 is the greatest compared to the other MSF site options (followed by Paramount Site 18), Bellflower Site 20 would result in the least disproportionate effect as this MSF site option has the lowest percent minority share compared to the other MSF site options. South Gate Site 17B would have a less disproportionate effect, but it should be noted that the immediate surrounding area consists of primarily industrial uses, the I-710 freeway, and the Los Angeles River and Rio Hondo Channel. Paramount Site 18 would have a moderate disproportionate effect as the immediate area is surrounded by more residential uses compared to the other MSF site options that are surrounded primarily by industrial uses.

6.1.2 Limited English Proficiency Population

As shown in Table 6-2, five MSF site options (Vernon Site 4, Cudahy Site 14, South Gate Site 17A, Paramount Site 7, and Paramount Site 18) would result in a disparate impact to LEP populations as the Affected Areas contain LEP populations greater than LA County (14.7 percent). Bellflower Site 20 has the greatest residential population adjacent, but the lowest minority population and lowest LEP population. South Gate Site 17B and Bellflower Site 20 would not result in a disparate impact to LEP populations as the LEP populations in these Affected Areas are lower than LA County.

Table 6-1. Difference Between Minority Populations in the Affected Area and LA County

Affected Area ¹	Percent Minority Population ²	Absolute Difference ³	At least 5% Absolute Difference	Relative Difference ⁴	20% or Greater Relative Difference
LA County	73.1%	–	–	–	–
Vernon Site 4 ⁵	97.7%	24.6%	Yes	25.2%	Yes
Cudahy Site 14	97.7%	24.6%	Yes	25.2%	Yes
South Gate Site 17A	92.1%	19.0%	Yes	20.6%	Yes
South Gate Site 17B	88.9%	15.8%	Yes	17.8%	No
Paramount Site 7	94.9%	21.8%	Yes	23.0%	Yes
Paramount Site 18	95.3%	22.2%	Yes	23.3%	Yes
Bellflower Site 20	84.5%	11.4%	Yes	13.5%	No

Source: U.S. Census Bureau 2016; TAHA 2019

Notes: ¹ The geographic area for the MSF sites is the census block group that overlaps with the majority of each site to indicate the area that would be most affected by the MSF.

² Minority populations include individuals who self-identify as American Indian/Alaska Native, Asian, Black or African American, Hispanic or Latino, and/or Native Hawaiian/Pacific Islander. The percentage of the individuals in all of these minority groups is used to indicate the percentage of minority populations within the specified geographic area.

³ The absolute difference was calculated by subtracting the census block group percentage by the LA County percentage.

⁴ The relative difference is the percent difference between the percentages of minority populations for each MSF site and Los Angeles County.

⁵ The Affected Area around Vernon Site 4 contains a census block group within the boundaries of Huntington Park, a municipality adjacent to the City of Vernon.

LA = Los Angeles

Table 6-2. Difference Between LEP Populations in the Affected Area and LA County

Affected Area ¹	LEP Population ²	Absolute Difference ³	At least 5% Absolute Difference	Relative Difference ⁴	20% or Greater Relative Difference
LA County	14.7%	–	–	–	–
Vernon Site 4 ⁵	37.7%	23.0%	Yes	61.0%	Yes
Cudahy Site 14	28.1%	13.4%	Yes	47.7%	Yes
South Gate Site 17A	18.7%	3.9%	No	21.2%	Yes
South Gate Site 17B	14.6%	0.1%	No	0.5%	No
Paramount Site 7	20.2%	5.5%	Yes	27.1%	Yes
Paramount Site 18	19.2%	4.5%	No	23.3%	Yes
Bellflower Site 20	13.9%	0.8%	No	5.6%	No

Source: U.S. Census Bureau 2016; TAHA 2019

Notes: ¹ The geographic area for the MSF sites is the census block group that overlaps with the majority of each site to indicate the area that would be most affected by the MSF.

² LEP populations refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

³ The absolute difference was calculated by subtracting the census block group percentage by the LA County percentage.

⁴ The relative difference is the percent difference between the absolute difference by the census block group percentage for each MSF site and Los Angeles County.

⁵ The Affected Area around Vernon Site 4 contains a census block group within the boundaries of Huntington Park, a municipality adjacent to the City of Vernon.

LA = Los Angeles; LEP = Limited English Proficiency

6.1.3 Minority-Owned Business

South Gate Site 17A and South Gate Site 17B consist of and primarily surrounded by industrial and commercial uses. As shown in Table 6-3, two MSF site options (South Gate Site 17A and South Gate Site 17B) would result in a disparate impact to minority-owned businesses as the Affected Areas contain a greater share of minority-owned businesses compared to LA County (55.0 percent). Vernon Site 4, Cudahy Site 14, Paramount Site 7, Paramount Site 18, and Bellflower Site 20 would not result in a disparate impact to minority-owned businesses as the number of minority-owned businesses in these Affected Areas are lower than LA County.

Table 6-3. Difference Between Minority-Owned Businesses within the MSF Site Boundaries and LA County

Affected Area ¹	Percent Minority-Owned Business ²	Absolute Difference ³	At least 5% Absolute Difference	Relative Difference ⁴	20% or Greater Relative Difference
LA County	55.0%	–	–	–	–
Vernon Site 4 ⁵	0.0%	0	No	0	No
Cudahy Site 14	57.1%	2.1%	No	3.7%	No
South Gate Site 17A	42.9%	12.1%	Yes	28.3%	Yes
South Gate Site 17B	15.4%	39.6%	Yes	257.5%	Yes
Paramount Site 7	0.0%	0	No	0	No
Paramount Site 18	0.0%	0	No	0	No
Bellflower Site 20	0.0%	0	No	0	No

Source: U.S. Census Bureau 2016; TAHA 2019

Notes: ¹ The geographic area for the MSF sites is the census block group that overlaps with the majority of each site to indicate the area that would be most affected by the MSF.

² Minority-owned business is defined as a business with 51 percent or more of its stock or equity being owned, operated, and controlled on a daily basis by one or more (in combination) American citizens of the following ethnic minorities: Black/African American, Asian American/Asian Pacific Islander, Hispanic American, and Native American.

³ The absolute difference was calculated by subtracting the census block group percentage by the LA County percentage.

⁴ The relative difference is the percent difference between the absolute difference by the census block group percentage for each MSF site and Los Angeles County.

⁵ The Affected Area around Vernon Site 4 contains a census block group within the boundaries of Huntington Park, a municipality adjacent to the City of Vernon.

LA = Los Angeles; MSF = maintenance and storage facility

6.2 Conclusions

The cities located within the WSAB corridor are comprised of largely minority populations ranging from 75.6 percent to 97.7 percent. As a result, any potential MSF site option locations within the 96-square-mile WSAB corridor would be within minority areas, as is the case for each of the seven MSF site options under consideration. To effectively and efficiently serve the WSAB Project, the MSF site options would need to be located close to the alignment and ultimately within the Affected Cities. To avoid a disparate impact, the MSF site options would need to be located outside of the Affected Cities and the WSAB corridor, which would lead to inefficient operations and maintenance of the WSAB Project and would not meet Metro Rail Design Criteria requirements.

Based on the socioeconomic data for the Affected Area (see Section 5) a disparate impact to minority populations, LEP populations, and minority-owned businesses would occur with the selection of any MSF site option. Table 6-4 summarizes the disparate impact analysis conclusions. Bellflower Site 20 would result in less disproportionate effects as this MSF site option has the lowest percent minority share compared to the other MSF site options and no disparate impacts to LEP populations or minority-owned businesses would occur. South Gate Site 17A would result in disparate impacts to minority populations, LEP populations, and minority-owned businesses.

Table 6-4. Summary of Disparate Impacts to Minority Population, LEP Population, and Minority-Owned Businesses

Affected Area	Disparate Impact to Minority Population	Disparate Impact to LEP Population	Disparate Impact to Minority-Owned Businesses
Vernon Site 4	•	•	
Cudahy Site 14	•	•	
South Gate Site 17A	•	•	•
South Gate Site 17B	•		•
Paramount Site 7	•	•	
Paramount Site 18	•	•	
Bellflower Site 20	•		

Source: U.S. Census Bureau 2016; TAHA 2019
LEP = Limited English Proficiency

The Final Screening Report recommended Paramount Site 18 and Bellflower Site 20 for further consideration in the environmental phase of the Project as these MSF site options represent the best options to serve all the Build Alternatives. As discussed in detail, due to the proximity of Paramount Site 18 and Bellflower Site 20 to residential populations, these MSF site options would result in disparate impacts to minority populations and LEP populations (minority populations only for Bellflower Site 20). Although the MSF site options would result in disparate impacts, the selection of the MSF site options were chosen without regard to race, color, or national origin. Rather, the MSF site options were determined based on property location, type, and private and public ownership; addressing Metro facility operational and engineering requirements; and city support. The MSF site options were also determined based on their ability to provide mobility improvements; support for local and regional land use plans and policies; minimization of environmental impacts; cost effectiveness and financial feasibility; equity; and preliminary engineering design.

7 REFERENCES

- Eco-Rapid Transit. 2017. *West Santa Ana Branch Transit Corridor Preliminary Assessment Report of Rail Maintenance Yard Sites Technical Memorandum*, June.
- Los Angeles County Metropolitan Transportation Authority (Metro). Administrative Code, Chapter 2-50, 2-50-015.
- Los Angeles County Metropolitan Transportation Authority (Metro). 2019. *West Santa Ana Branch Transit Corridor Final Maintenance and Storage Facility Screening Report*. January 8, 2019.
- Los Angeles County Metropolitan Transportation Authority (Metro). *Title VI Program Update*. October 2019.
- U.S. Census Bureau. 2016. *2011-15 American Community Survey Block Group Estimates*.
- U.S. Census Bureau, Longitudinal Employer-Household Dynamics (LEHD) Program. 2019. OnTheMap Tool. <https://onthemap.ces.census.gov/> .
- U.S. Department of Transportation, Federal Transit Administration (FTA). 2012. Circular FTA C 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

Appendix D

Agenda – Virtual Meeting

San Fernando Valley Service Council Regular Meeting

Wednesday, August 3, 2022
6:30PM

Watch Online: A link to watch live will appear [here](#) under Upcoming Events when the meeting begins

Listen by phone: Dial **877.422.8614**, enter Meeting Extension **3462108#**

Listen and comment by phone: Dial **877.422.8614** and enter Meeting Extension **3756328#**. Callers will be announced by the last four numbers of their phone number, then given two minutes to comment at the conclusion of each agenda item's presentation. *In the event of an audio or video stream outage during the meeting, email servicecouncils@metro.net or text 213.598.9715 so that staff can work to address the issue.*

Submit comments before the meeting via email servicecouncils@metro.net or by postal mail: Regional Service Councils, One Gateway Plaza, MS: 99-7-1, Los Angeles, CA 90012. Indicate the meeting name, date, and agenda item number when submitting. *Email and postal mail comments must be received by 5 pm the day prior to the meeting to ensure they will be read into the public record during the meeting. Comments received via mail or email will be read for up to two minutes per person, per item.*

Submit comments before and during the meeting via the agenda link [here](#) or in the following agenda.

Call to Order

Council Members:

Erin N. Nash, Chair
Robert Gonzales, Vice Chair
Carla Canales Cortez
Felipe Escobar
David Perry
Perri Sloane Goodman
Jess Talamantes
Dennis Washburn

Officers:

Dolores Ramos, Service Councils Manager
Joe Forgiarini, Senior Executive Officer
Israel Marin, Transportation Planning Manager
Danielle Valentino, Community Relations Manager
Angie Godinez, Assistant Administrative Analyst

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

Service Council Decorum Policy

- A. Requests to Address the Service Council on Agenda Items. All requests, from members of the public, to address the Council on either agenda or non-agenda items shall be submitted to the Service Council staff in writing. Requests to speak shall be taken in the order received. The Service Council shall reserve the right to limit redundant or repetitive public comment.
- B. Addressing the Service Council. No person shall address the Service Council until he/she has first been recognized by the Chair. All persons addressing the Service Council shall give their name for the purpose of the record.
- C. Removal from the Service Council Meeting Room. At the discretion of the Chair or upon vote of the Service Council, the Chair may order removed (or censure a speaker) from the meeting any person who commits any of the following acts of disruptive conduct in respect to a regular, adjourned regular or special meeting of the Service Council:
1. Disorderly, contemptuous or insolent behavior toward the governing board or any member thereof, or staff member, or member of the public which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 2. A breach of the peace, boisterous conduct or violent disturbance, which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 3. Disobedience of any order of the Chair, which shall include an order to be seated or to refrain from addressing the Service Council or staff member; and/or,
 4. Any other interference with the due and orderly course of said meeting. Any person so removed shall be excluded from further attendance at the meeting from which he/she has been removed, unless permission to attend is granted by a motion adopted by a majority vote of the Service Council, and such exclusion shall be executed by the Sergeant-at-Arms, or designee, upon being so directed by the Chair. It is at the discretion of the Service Council to allow the individual to remain at the meeting after censure. The motion to censure may, at the Chair's direction, also include a prohibition from further public comment at the meeting, except as in writing and in accordance with the spirit of this policy, submitted to the Service Council staff for consideration and inclusion in the record.
- D. Sergeant-at-Arms – The Sergeant-at-Arms duties shall be performed by the designated ranking Metro Security personnel, or sworn law enforcement personnel, as directed by the Chair, and in attendance at the meeting. In the absence of sworn personnel to act as the Sergeant-at-Arms, the Chair may direct that all public comment from a censured individual be received in writing. Said censure shall remain in effect until the next regularly scheduled Service Council meeting.

Adopted February 1, 2017

Consistent with AB361, Metro Service Council Meetings will continue to be held virtually as long as there is a declared state of emergency.

1. ROLL Call
2. APPROVE Minutes of June 1, 2022 Meeting, Councilmembers [Comment](#)
3. RECEIVE Metro Title VI Service Policies Review, Aida Berduo Berry, Senior Manager [Comment](#)
4. RECEIVE FY22 Fourth Quarter Station Evaluation Program Update, Blanca Buenrostro, Facilities Maintenance Supervisor, Jorge Martinez, Senior Administrative Analyst [Handout](#)
[Comment](#)
5. RECEIVE Regional Performance Report and Updates, Israel Marin, Transportation Planning Manager, Joe Forgiarini, Senior Executive Officer, Danielle Valentino, Community Relations Manager [Comment](#)
6. RECEIVE Public comment for items not on the agenda [Comment](#)
7. CHAIR and Council Member Comments
Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

ADJOURNMENT

Subscribe to the San Fernando Valley Service Council email list: servicecouncils@metro.net or leave a message at 213.922.1282.

ADA and Title VI Requirements: Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for Metro sponsored meetings and events.

Limited English Proficiency: Upon request, interpreters are available to the public for Metro sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request.

All requests for reasonable accommodations, interpretation services and materials in other languages must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please submit requests by calling (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Individuals with hearing or speech impairment may use California Relay Service 711 + Metro phone number.

Agenda – Virtual Meeting

San Gabriel Valley Service Council Regular Meeting

Watch Online: A link to watch live will appear [here](#) under Upcoming Events when the meeting begins

Listen by phone: Dial **877.422.8614**, enter Meeting Extension **3462108 #**

Listen and comment by phone: Dial **877.422.8614** and enter Meeting Extension **3756328#**. During public comment for each item, the moderator will announce callers by their area code and last four numbers of their phone number, then given two minutes to comment.

In the event of an audio or video stream outage during the meeting, email servicecouncils@metro.net or text 213.598.9715 so that staff address the issue.

Submit comments before the meeting via email servicecouncils@metro.net or by postal mail: Regional Service Councils, One Gateway Plaza, MS: 99-7-1, Los Angeles, CA 90012. *Indicate the meeting name, date, and agenda item number when submitting. Email and postal mail comments must be received by 5 pm the day prior to the meeting to ensure they will be read into the public record during the meeting. Comments received via mail or email will be read for up to two minutes per person, per item.*

Submit comments before and during the meeting via the agenda link [here](#) or in the following agenda.

Call to Order

Council Members:

- Ben Wong, Chair
- Gary Floyd, Vice Chair
- Peter Amundson
- Jessica Ancona
- David Diaz
- Alex Gonzalez
- John Harrington
- Diane Velez

Officers:

- Dolores Ramos, Service Councils Manager
- Joe Forgiarini, Senior Executive Officer
- Wayne Wassell, Senior Transportation Planning Manager
- Tito Corona, Community Relations Manager
- Avery Robinson, Transportation Associate

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Service Council Decorum Policy

- A. Requests to Address The Service Council On Agenda Items. All requests, from members of the public, to address the Council on either agenda or non-agenda items shall be submitted to the Service Council staff in writing. Requests to speak shall be taken in the order received. The Service Council shall reserve the right to limit redundant or repetitive public comment.
- B. Addressing the Service Council. No person shall address the Service Council until he/she has first been recognized by the Chair. All persons addressing the Service Council shall give their name for the purpose of the record.
- C. Removal from the Service Council Meeting Room. At the discretion of the Chair or upon vote of the Service Council, the Chair may order removed (or censure a speaker) from the meeting any person who commits any of the following acts of disruptive conduct in respect to a regular, adjourned regular or special meeting of the Service Council:
1. Disorderly, contemptuous or insolent behavior toward the governing board or any member thereof, or staff member, or member of the public which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 2. A breach of the peace, boisterous conduct or violent disturbance, which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 3. Disobedience of any order of the Chair, which shall include an order to be seated or to refrain from addressing the Service Council or staff member; and/or,
 4. Any other interference with the due and orderly course of said meeting. Any person so removed shall be excluded from further attendance at the meeting from which he/she has been removed, unless permission to attend is granted by a motion adopted by a majority vote of the Service Council, and such exclusion shall be executed by the Sergeant-at-Arms, or designee, upon being so directed by the Chair. It is at the discretion of the Service Council to allow the individual to remain at the meeting after censure. The motion to censure may, at the Chair's direction, also include a prohibition from further public comment at the meeting, except as in writing and in accordance with the spirit of this policy, submitted to the Service Council staff for consideration and inclusion in the record.
- D. Sergeant-at-Arms – The Sergeant-at-Arms duties shall be performed by the designated ranking Metro Security personnel, or sworn law enforcement personnel, as directed by the Chair, and in attendance at the meeting. In the absence of sworn personnel to act as the Sergeant-at-Arms, the Chair may direct that all public comment from a censured individual be received in writing. Said censure shall remain in effect until the next regularly scheduled Service Council meeting.

Adopted February 13, 2017

Consistent with AB361, Metro Service Council Meetings will continue to be held virtually as long as there is a declared state of emergency.

1. SWEAR In Peter Amundson as San Gabriel Valley Service Council Member
2. ROLL Call
3. APPROVE Minutes of June 13, 2022 Meeting, Councilmembers [Comment](#)
4. RECEIVE Metro Title VI Service Policies Review, Aida Berduo Berry, Senior Manager [Comment](#)
5. RECEIVE FY22 Fourth Quarter Station Evaluation Program Update, Blanca Buenrostro, Facilities Maintenance Supervisor, Jorge Martinez, Senior Administrative Analyst [Handout](#)
[Comment](#)
6. RECEIVE Regional Performance Report and Updates, Wayne Wassell, Senior Transportation Planning Manager, Joe Forgiarini, Senior Executive Officer, Stephen Corona, Community Relations Manager [Comment](#)
7. RECEIVE Public comments for items not on the Agenda [Comment](#)
Members of the public may address the Council for up to 2 minutes per item, or at the discretion of the Chair.
8. CLOSING Remarks, Council Members and Staff
Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

ADJOURNMENT

Subscribe to the San Gabriel Valley Service Council email list: servicecouncils@metro.net or leave a message at 213.922.1282.

ADA and Title VI Requirements: Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for Metro sponsored meetings and events.
Limited English Proficiency: Upon request, interpreters are available to the public for Metro sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request.

All requests for reasonable accommodations, interpretation services and materials in other languages must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please submit requests by calling (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Individuals with hearing or speech impairment may use California Relay Service 711 + Metro phone number.

Agenda – Virtual Meeting

Wednesday, August 10, 2022
6:00PM

Westside/Central Service Council -Regular Meeting

Watch Online: A link to watch live will appear [here](#) under Upcoming Events when the meeting begins

Listen by Phone: Dial 877.422.8614, enter extension 3462108#

Listen and Comment by Phone: Dial 877.422.8614, enter extension 3756328#. Callers will be announced by the area code and last four numbers of their phone number, then given up to two minutes to make comments.

In the event of an audio or video stream outage during the meeting, email servicecouncils@metro.net or text 213.598.9715 so that staff can work to address the issue.

Submit comments before the meeting via email servicecouncils@metro.net or by postal mail: Regional Service Councils, One Gateway Plaza, MS: 99-7-1, Los Angeles, CA 90012. Indicate the meeting name, date, and agenda item number when submitting. Email and postal mail comments must be received by 5 pm the day prior to the meeting to ensure they will be read into the public record during the meeting. Comments received via mail or email will be read for up to two minutes per person, per item.

Submit comments before and during the meeting via the agenda link [here](#) or in the following agenda.

Call to Order

Council Representatives:
Francisco Gomez, Vice Chair
Margarita Alvarez
Martha Eros
David Feinberg
Ernesto Hidalgo
Elizabeth Medrano
Desa Philadelphia
Cynthia Rose

Officers:
Dolores Ramos, Service Councils Manager
Joe Forgiarini, Senior Executive Officer
Carl Torres, Transportation Planning Manager
Elizabeth Andalon, Community Relations Officer
Ginny Brideau, Community Relations Manager
Angie Godinez, Assistant Administrative Analyst

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323-466-3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

Service Council Decorum Policy

- A. Requests to Address the Service Council on Agenda Items. All requests, from members of the public, to address the Council on either agenda or non-agenda items shall be submitted to the Service Council staff in writing. Requests to speak shall be taken in the order received. The Service Council shall reserve the right to limit redundant or repetitive public comment.
- B. Addressing the Service Council. No person shall address the Service Council until he/she has first been recognized by the Chair. All persons addressing the Service Council shall give their name for the purpose of the record.
- C. Removal from the Service Council Meeting Room. At the discretion of the Chair or upon vote of the Service Council, the Chair may order removed (or censure a speaker) from the meeting any person who commits any of the following acts of disruptive conduct in respect to a regular, adjourned regular or special meeting of the Service Council:
1. Disorderly, contemptuous or insolent behavior toward the governing board or any member thereof, or staff member, or member of the public which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 2. A breach of the peace, boisterous conduct or violent disturbance, which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 3. Disobedience of any order of the Chair, which shall include an order to be seated or to refrain from addressing the Service Council or staff member; and/or,
 4. Any other interference with the due and orderly course of said meeting. Any person so removed shall be excluded from further attendance at the meeting from which he/she has been removed, unless permission to attend is granted by a motion adopted by a majority vote of the Service Council, and such exclusion shall be executed by the Sergeant-at-Arms, or designee, upon being so directed by the Chair. It is at the discretion of the Service Council to allow the individual to remain at the meeting after censure. The motion to censure may, at the Chair's direction, also include a prohibition from further public comment at the meeting, except as in writing and in accordance with the spirit of this policy, submitted to the Service Council staff for consideration and inclusion in the record.
- D. Sergeant-at-Arms – The Sergeant-at-Arms duties shall be performed by the designated ranking Metro Security personnel, or sworn law enforcement personnel, as directed by the Chair, and in attendance at the meeting. In the absence of sworn personnel to act as the Sergeant-at-Arms, the Chair may direct that all public comment from a censured individual be received in writing. Said censure shall remain in effect until the next regularly scheduled Service Council meeting.

Adopted February 8, 2017

Consistent with AB361, Metro Service Council Meetings will continue to be held virtually as long as there is a declared state of emergency.

1. ROLL Call
2. APPROVE Minutes from May 11, 2022 and June 8, 2022 Meetings, Councilmembers [Comment](#)
3. RECEIVE Metro Title VI Service Policies Review, Aida Berduo Berry, Senior Manager [Comment](#)
4. RECEIVE FY22 Fourth Quarter Station Evaluation Program Update, Blanca Buenrostro, Facilities Maintenance Supervisor, Jorge Martinez, Senior Administrative Analyst [Handout](#)
[Comment](#)
5. ELECT Chair and Vice Chair for FY23, Councilmembers [Comment](#)
6. ADOPT Annual Work Plan, Councilmembers [Comment](#)
7. RECEIVE Regional Performance Report and Updates, Carl Torres, Transportation Planning Manager, Joe Forgiarini, Senior Executive Officer, Ginny Brideau, Community Relations Manager, Elizabeth Andalon, Community Relations Officer [Comment](#)
8. RECEIVE Public comments for items not on the agenda [Comment](#)
9. CHAIR and Council Member Comments
Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

ADJOURNMENT

Subscribe to the Westside Central Service Council email list: servicecouncils@metro.net or leave a message at 213.922.1282.

ADA and Title VI Requirements: Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for Metro sponsored meetings and events.

Limited English Proficiency: Upon request, interpreters are available to the public for Metro sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request.

All requests for reasonable accommodations, interpretation services and materials in other languages must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please submit requests by calling (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Individuals with hearing or speech impairment may use California Relay Service 711 + Metro phone number.

Agenda – Virtual Meeting

Gateway Cities Service Council Regular Meeting

Thursday, August 11, 2022
2:00PM

Watch Online: A link to watch live will appear [here](#) under Upcoming Events when the meeting begins
Listen by phone: Dial **877.422.8614**, enter Meeting Extension **3462108#**

Listen and comment by phone: Dial **877.422.8614** and enter Meeting Extension **3756328#**. During public comment for each item, the moderator will announce callers by their area code and last four numbers of their phone number, then given two minutes to comment.

In the event of an audio or video stream outage during the meeting, email servicecouncils@metro.net or text 213.598.9715 so that staff can work to resolve the issue.

Submit comments before the meeting via email servicecouncils@metro.net or by postal mail: Regional Service Councils, One Gateway Plaza, MS: 99-7-1, Los Angeles, CA 90012. *Indicate the meeting name, date, and agenda item number when submitting. Email and postal mail comments must be received by 5 pm the day prior to the meeting to ensure they will be read into the public record during the meeting. Comments received via mail or email will be read for up to two minutes per person, per item.*

Submit comments before and during the meeting via the meeting link [here](#) or in the following agenda.

Call to Order

Council Members:

Danny Hom, Chair
Maria Davila, Vice Chair
Sean Ashton
Denise Diaz
Justin Lawson
Karina Macias
Samuel Peña
Marisela Santana
Wally Shidler

Officers:

Dolores Ramos, Service Councils Manager
Joe Forgiarini, Senior Executive Officer
Wayne Wassell, Sr Transportation Planning Manager
Mark Dierking, Community Relations Manager
Avery Robinson, Transportation Associate

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

Մ էտրոնյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

Service Council Decorum Policy

- A. Requests to Address the Service Council on Agenda Items. All requests, from members of the public, to address the Council on either agenda or non-agenda items shall be submitted to the Service Council staff in writing. Requests to speak shall be taken in the order received. The Service Council shall reserve the right to limit redundant or repetitive public comment.
- B. Addressing the Service Council. No person shall address the Service Council until he/she has first been recognized by the Chair. All persons addressing the Service Council shall give their name for the purpose of the record.
- C. Removal from the Service Council Meeting Room. At the discretion of the Chair or upon vote of the Service Council, the Chair may order removed (or censure a speaker) from the meeting any person who commits any of the following acts of disruptive conduct in respect to a regular, adjourned regular or special meeting of the Service Council:
1. Disorderly, contemptuous or insolent behavior toward the governing board or any member thereof, or staff member, or member of the public which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 2. A breach of the peace, boisterous conduct or violent disturbance, which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 3. Disobedience of any order of the Chair, which shall include an order to be seated or to refrain from addressing the Service Council or staff member; and/or,
 4. Any other interference with the due and orderly course of said meeting. Any person so removed shall be excluded from further attendance at the meeting from which he/she has been removed, unless permission to attend is granted by a motion adopted by a majority vote of the Service Council, and such exclusion shall be executed by the Sergeant-at-Arms, or designee, upon being so directed by the Chair. It is at the discretion of the Service Council to allow the individual to remain at the meeting after censure. The motion to censure may, at the Chair's direction, also include a prohibition from further public comment at the meeting, except as in writing and in accordance with the spirit of this policy, submitted to the Service Council staff for consideration and inclusion in the record.
- D. Sergeant-at-Arms – The Sergeant-at-Arms duties shall be performed by the designated ranking Metro Security personnel, or sworn law enforcement personnel, as directed by the Chair, and in attendance at the meeting. In the absence of sworn personnel to act as the Sergeant-at-Arms, the Chair may direct that all public comment from a censured individual be received in writing. Said censure shall remain in effect until the next regularly scheduled Service Council meeting.

Adopted February 9, 2017

Consistent with AB361, Metro Service Council Meetings will continue to be held virtually as long as there is a declared state of emergency.

1. SWEAR In Denise Diaz and Marisela Santana as Gateway Cities Service Council Members
2. ROLL Call
3. APPROVE Minutes from May 12, 2022 and June 9, 2022 Meetings, Councilmembers [Comment](#)
4. RECEIVE SR-710 Corridor Update, Robert Calix, Cal Strategic Management [Comment](#)
5. RECEIVE Metro Title VI Service Policies Review, Aida Berduo Berry, Senior Manager [Comment](#)
6. RECEIVE FY22 Fourth Quarter Station Evaluation Program Update, Blanca Buenrostro, Facilities Maintenance Supervisor, Jorge Martinez, Senior Administrative Analyst [Handout](#) [Comment](#)
7. ELECT Chair and Vice Chair for FY23, Councilmembers [Comment](#)
8. ADOPT Annual Work Plan, Councilmembers [Comment](#)
9. RECEIVE Regional Performance Reports and Updates, Wayne Wassell, Sr Transportation Planning Manager, Joe Forgiarini, Senior Executive Officer, Mark Dierking, Community Relations Manager [Comment](#)
10. RECEIVE Public comment for items not on the Agenda [Comment](#)
11. CHAIR and Council Member Comments

ADJOURNMENT

Subscribe to the Gateway Cities Service Council email list: servicecouncils@metro.net or leave a message at 213.922.1282.

ADA and Title VI Requirements: Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for Metro sponsored meetings and events.

Limited English Proficiency: Upon request, interpreters are available to the public for Metro sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request.

All requests for reasonable accommodations, interpretation services and materials in other languages must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please submit requests by calling (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Individuals with hearing or speech impairment may use California Relay Service 711 + Metro phone number.

Agenda – Virtual Meeting

South Bay Cities Service Council Regular Meeting

Friday, August 12, 2022
9:30 AM.

Watch Online: A link to watch live will appear [here](#) under Upcoming Events when the meeting begins

Participate by phone: Dial 888 475 4499 (Toll Free) Webinar ID: 874 5516 3517, Passcode: 161345

Participate online: tinyurl.com/SBCServiceCouncil, Passcode: 161345

In the event of an audio or video stream outage during the meeting, email servicecouncils@metro.net or text 213.598.9715 so that staff can work to address the issue.

Submit comments via email servicecouncils@metro.net or by postal mail: Regional Service Councils, One Gateway Plaza, MS: 99-7-1, Los Angeles, CA 90012. *Include meeting name, date, and item number when submitting. Email and postal mail comments must be received by 5 pm the day prior to the meeting to ensure they will be read into the public record during the meeting. Comments received via mail or email will be read for up to two minutes per person, per item.*

Submit comments before and during the meeting via the agenda link [here](#) or in the following agenda.

Call to Order

Council Members:

Don Szerlip, Chair
Ernie Crespo, Vice Chair
Charles Deemer
Roye Love
David Mach
Rochelle Mackabee
Dora “Gaby” Segovia
Glenda Silva
Bob Wolfe

Officers:

Dolores Ramos, Service Councils Manager
Joe Forgiarini, Senior Executive Officer
Scott Greene, Transportation Planning Manager
Mark Dierking, Community Relations Manager
Avery Robinson, Transportation Associate

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

South Bay Service Council Decorum Policy

The Metro South Bay Service Council has adopted the following rules and procedures:

- A. Requests to Address the South Bay Service Council (Service Council) on Agenda Items. All requests, from members of the public, to address the Council on either agenda or non-agenda items shall be submitted to the Service Council staff in writing. Requests to speak shall be taken in the order received. The Service Council shall reserve the right to limit redundant or repetitive public comment.
- B. Addressing the Service Council. No person shall address the Service Council until he/she has first been recognized by the Chair. All persons addressing the Service Council shall give their name for the purpose of the record.
- C. Removal from the Service Council Meeting Room. At the discretion of the Chair or upon vote of the Service Council, the Chair may order removed (or censure a speaker) from the meeting any person who commits any of the following acts of disruptive conduct in respect to a regular, adjourned regular or special meeting of the South Bay Service Council:
 1. Disorderly, contemptuous or insolent behavior toward the governing board or any member thereof, or staff member which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 2. A breach of the peace, boisterous conduct or violent disturbance, which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;
 3. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Service Council or staff member; and/or,
 4. Any other unlawful interference with the due and orderly course of said meeting. Any person so removed shall be excluded from further attendance at the meeting from which he/she has been removed, unless permission to attend is granted by a motion adopted by a majority vote of the Service Council, and such exclusion shall be executed by the Sergeant-at-Arms, or designee, upon being so directed by the Chair. It is at the discretion of the Service Council to allow the individual to remain at the meeting after censure. The motion to censure may, at the Chair's direction, also include a prohibition from further public comment at the meeting, except as in writing and in accordance with the spirit of this policy, submitted to the Service Council staff for consideration and inclusion in the record.
- D. Sergeant-at-Arms – The Sergeant-at-Arms duties shall be performed by the designated ranking Metro Security personnel, or sworn law enforcement personnel, as directed by the Chair, and in attendance at the meeting. In the absence of sworn personnel to act as the Sergeant-at-Arms, the Chair may direct that all public comment from a censured individual be received in writing. Said censure shall remain in effect until the next regularly scheduled Service Council meeting.

Adopted December 9, 2016

Consistent with AB361, Metro Service Council Meetings will continue to be held virtually as long as there is a declared state of emergency.

Approximate times for item discussion provided; actual times and duration may vary.

1. SWEAR In Dora “Gaby” Segovia as South Bay Cities Service Council Member
2. ROLL Call
3. SAFETY Tip
4. APPROVE Minutes from June 10, 2022 Meeting, Councilmembers [Comment](#)
5. RECEIVE C Line to Torrance Extension Update, Mark Dierking, Community Relations Manager, Georgia Sheridan, Senior Director [Comment](#) (9:40 a.m.)
6. RECEIVE Metro Title VI Service Policies Review, Aida Berduo Berry, Senior Manager [Comment](#) (10:10 a.m.)
7. RECEIVE FY22 Fourth Quarter Station Evaluation Program Update, Blanca Buenrostro, Facilities Maintenance Supervisor, Jorge Martinez, Senior Administrative Analyst [Handout](#) [Comment](#) (10:40 a.m.)
8. RECEIVE Regional Performance Report and Updates, Joe Forgiarini, Senior Executive Officer, Scott Greene, Transportation Planning Manager, Mark Dierking, Community Relations Manager [Comment](#) (11:10 a.m.)
9. Council Member Comments and Line Rides (11:30 a.m.)
Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.
10. RECEIVE Public comments for items not on the Agenda [Comment](#) (11:50 a.m.)

ADJOURNMENT

Subscribe to the South Bay Service Council email list: servicecouncils@metro.net or leave a message at 213.922.1282.

ADA and Title VI Requirements: Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for Metro sponsored meetings and events.

Limited English Proficiency: Upon request, interpreters are available to the public for Metro sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request.

All requests for reasonable accommodations, interpretation services and materials in other languages must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please submit requests by calling (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Individuals with hearing or speech impairment may use California Relay Service 711 + Metro phone number.

Agenda – Reunión virtual

Viernes, 10 de junio de 2022
9:30 AM.

Reunión regular del Consejo de Servicio de las Ciudades de South Bay

Ver la reunión en línea: Aparecerá un enlace para ver la reunión en vivo [aquí](#) en la sección de Upcoming Events cuando comience la reunión.

Participar por teléfono: Marque al **888 475 4499** e ingrese Webinar ID: **874 5516 3517**, Clave: **161345**

Participar en línea: tinyurl.com/SBCServiceCouncil, Clave: **161345**

En caso de una interrupción de la transmisión de audio o video durante la reunión, envíe un correo electrónico a servicecouncils@metro.net o envíe un mensaje de texto al 213.598.9715 para que el personal pueda solucionar el problema.

Envíe sus comentarios por correo electrónico a servicecouncils@metro.net o por correo postal a: Regional Service Councils, One Gateway Plaza, MS: 99-7-1, Los Angeles, CA 90012. Incluya el nombre de la reunión, la fecha y el número del tema al enviar sus comentarios. Los comentarios por correo electrónico y correo postal deben recibirse antes de las 5:00 p.m. del día anterior a la reunión para garantizar que se leerán en el registro público durante la reunión. Los comentarios recibidos por correo postal o correo electrónico se leerán durante un máximo de dos minutos por persona, por tema.

Envíe sus comentarios antes y durante la reunión a través del enlace de la agenda [aquí](#) o en la siguiente agenda.

Llamada al orden

Miembros del Consejo:

Don Szerlip, Presidente

Ernie Crespo, Vicepresidente

Charles Deemer

Roye Love

David Mach

Rochelle Mackabee

Dora “Gaby” Segovia

Glenda Silva

Bob Wolfe

Oficiales:

Dolores Ramos, Gerente de los Consejos de Servicio

Joe Forgiarini, Director Ejecutivo Superior

Scott Greene, Gerente de Planificación de Transporte

Mark Dierking, Gerente de Relaciones Comunitarias

Avery Robinson, Asociado de Transporte

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください：323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

Política de decoro del Consejo de Servicio de South Bay

El Consejo de Servicio de South Bay de Metro ha adoptado las siguientes reglas y procedimientos:

- A. Solicitudes para dirigirse al Consejo de Servicio de South Bay (Consejo de Servicio) sobre temas de la agenda. Todas las solicitudes de los miembros del público para dirigirse al Consejo sobre temas de la agenda o temas que no forman parte de la agenda deberán presentarse al personal del Consejo de Servicio por escrito. Las solicitudes para el uso de la palabra se tomarán en el orden en que se reciban. El Consejo de Servicio se reservará el derecho de limitar los comentarios públicos redundantes o repetitivos.
- B. Cómo dirigirse al Consejo de Servicio. Ninguna persona se dirigirá al Consejo de Servicio hasta que él/ella haya sido reconocido por primera vez por el Presidente. Todas las personas que se dirijan al Consejo de Servicio deberán dar su nombre a los efectos del registro.
- C. Retiro de la sala de reuniones del Consejo de Servicio. A discreción del Presidente o con el voto del Consejo de Servicio, el presidente puede ordenar que se retire (o censurar a un orador) de la reunión a cualquier persona que cometa cualquiera de los siguientes actos de conducta disruptiva con respecto a una reunión regular, una reunión regular aplazada o una reunión especial del Consejo de Servicio de South Bay:
 1. Comportamiento desordenado, despectivo o insolente hacia la junta directiva o cualquier miembro de esta o hacia un miembro del personal, que interrumpa, perturbe o impida de otra manera el desarrollo ordenado de la reunión.
 2. Un quebrantamiento de la paz, conducta bulliciosa o disturbio violento, que interrumpa, perturbe o de otra manera impida el desarrollo ordenado de la reunión.
 3. Desobediencia de cualquier orden legal del Presidente, que incluirá una orden de sentarse o abstenerse de dirigirse al Consejo de Servicio o al miembro del personal.
 4. Cualquier otra interferencia ilícita en el debido y ordenado desarrollo de dicha reunión. Toda persona que sea retirada de la reunión quedará excluida de asistir a dicha reunión, a menos que se le conceda permiso para asistir mediante una moción adoptada por mayoría de votos del Consejo de Servicio, y dicha exclusión deberá ser ejecutada por el Sargento de armas, o su designado, al recibir instrucciones del Presidente. Queda a discreción del Consejo de Servicio permitir que la persona permanezca en la reunión después de la censura. La moción de censura puede, bajo la dirección del Presidente, también incluir una prohibición de más comentarios públicos en la reunión, excepto por escrito y de acuerdo con el espíritu de esta política, presentada al personal del Consejo de Servicio para su consideración e inclusión en el registro.
- D. Sargento de armas – Las funciones del Sargento de armas serán realizadas por el personal de seguridad de Metro de mayor rango designado, o por personal de cumplimiento de la ley juramentado, según lo indique el presidente, y presente en la reunión. En ausencia de personal jurado para actuar como Sargento de armas, el presidente puede indicar que todos los comentarios públicos de una persona censurada se reciban por escrito. Dicha censura permanecerá en efecto hasta la siguiente reunión del Consejo de Servicio programada regularmente.

Adoptado el 9 de diciembre de 2016

De acuerdo con AB361, las Reuniones del Consejo de Servicio de Metro continuarán llevándose a cabo virtualmente mientras haya una declaración de estado de emergencia.

Se proporcionan tiempos aproximados para la discusión de cada tema; los tiempos reales y la duración pueden variar.

1. TOMA DE JURAMENTO de Dora “Gaby” Segovia como miembro del Consejo de Servicios de las Ciudades de South Bay
2. Pasaje de lista
3. Consejo de SEGURIDAD
4. APROBACIÓN del Acta de la reunión del 10 de junio de 2022, Miembros del Consejo [Comentario](#)
5. RECIBIR una actualización de la Línea C a la extensión de Torrance, Mark Dierking, Gerente de Relaciones Comunitarias, Georgia Sheridan, Directora Superior [Comentario](#) (9:40 a.m.)
6. RECIBIR una revisión de las políticas de servicio del Título VI de Metro, Aida Berduo Berry, Gerente Superior, [Comentario](#) (10:10 a.m.)
7. RECIBIR una actualización del Programa de Evaluación de la Estaciones del Cuarto Trimestre del Año Fiscal 22, Blanca Buenrostro, Supervisora de Mantenimiento de Instalaciones, Jorge Martínez, Analista Administrativo Superior, [Comentario](#) (10:40 a.m.)
8. RECIBIR un Informe de desempeño regional y actualizaciones, Joe Forgiarini, Director Ejecutivo Superior, Scott Greene, Gerente de Planificación de Transporte, Mark Dierking, Gerente de Relaciones Comunitarias, [Comentario](#) (11:10 a.m.)
9. Comentarios de miembros del Consejo y viajes en transporte (11:30 a.m.)
Consideración de elementos que no están en la agenda publicada, incluidos: elementos que se presentarán y (si se solicita) se remitirán al personal; elementos que se incluirán en la agenda para la acción en una futura reunión del Consejo; y/o elementos que requieren una acción inmediata debido a una situación de emergencia o cuando la necesidad de tomar una acción inmediata llamó la atención del Consejo después de la publicación de la agenda.
10. RECIBIR comentarios del público sobre temas que no están en el [Comentario](#) de la Agenda (11:50 a. m.)

APLAZAMIENTO

Suscríbase a la lista de correo electrónico del Consejo de Servicio de South Bay: servicecouncils@metro.net o llame al 213.922.1282 y deje un mensaje.

Requisitos de la ADA y el Título VI: Previa solicitud, la interpretación del lenguaje de señas, los materiales en formatos alternativos y otras adaptaciones están disponibles para el público para las reuniones y eventos patrocinados por Metro.

Dominio limitado del inglés: Previa solicitud, hay intérpretes disponibles para el público para las reuniones y los eventos patrocinados por Metro. Las agendas y las actas también estarán disponibles en otros idiomas si se solicitan.

Todas las solicitudes de adaptaciones razonables, servicios de interpretación y materiales en otros idiomas deben presentarse al menos tres días hábiles (72 horas) antes de la fecha de la reunión programada. Envíe sus solicitudes llamando al (213) 922-4600 entre las 8 a.m. y las 5 p.m., de lunes a viernes. Nuestra línea TDD es (800) 252-9040. Las personas con problemas de audición o del habla pueden usar el Servicio de Relevos de California marcando al 711 + el número de teléfono de Metro.

Appendix E

We're engaging our communities in everything we do.

PUBLIC PARTICIPATION PLAN

2022



Metro®



Acknowledgments

Lead Preparers

Aida Berduo Berry
Amanda Penalosa
Ana Vallianatos
Anthony Crump
Elizabeth Andalon
Jody Feerst Litvak
KeAndra Cylear Dodds
Michael Cortez
Naomi Iwasaki
Patricia Soto
Yvette ZR Rapose

Staff Contributors

Annette Cortez
Armando Roman
Benjamin Alcazar
Danielle Valentino
Dolores Ramos
Eileen Hsu
Ginny Brideau
Ying-Hsiu Liu
Glyssa A. Robles
Jennifer Mendoza
Joanna Lemus
Joni Honor
Joseph Forgiarini
Julia Brown
Kasey Shuda-Jury
Keith Compton
Ken Coleman
Laurie Lombardi
Lilian De Loza-Gutierrez
Mark Dierking
Mark Linsenmayer
Marlon Walker
Maya Emsden
Mindy Lake
Olga Arroyo
Robert Campbell
Stacy Sinclair
Vanessa Smith

Commentators and General Public Stakeholders

Abigail Pan
Afridi Akram
Alonzo Grismar
Anil Baral
Cassandra Cassandra
Christopher Luna
Dan Scheinkman
Dennis L. Woods
Donald A. Roach
Douglas Hileman
Ezekiel Hobbs
Gladys Gutierrez
Guthrie Byard
Henry J. Morgan
Holiday Nagle
James Perkins
Jason Sleisenger
Joe Eastwood
Josh Ashenmiller
Karen Berger
Linda Altus
Linda Biesecker-Kesting
Lucy Cole
Marianne W. Davis
Michele Medina
Nancy Anderson
Nancy Hoven
Pat O'Connor
Paul Lacques
Peter Handwerker
R. Sellers
Richard Beaver
Steve Mayer
Steve Redlich,
Sue Spackman
Tom Reilly
Van Young
Varand

Marketing and Design Team

Amanda Penalosa
Bernadette Mindiola
Maria Murrow
Melissa Rosen
Michael Lejeune
Nils Jepson
Paige Smith
Tiffany Huang

Table of Contents

1. Introduction to Metro’s LA County Stakeholders	5	4. Strategies, Methods and Procedures	22
1.1 Service Area & Agency Functions	5	4.1 Languages Spoken in LA County (with more than 1,000 LEP persons)	24
2. Goals and Guiding Principles	6	4.2 Strategies for Public Engagement	25
2.1 Metro Equity Platform Framework	7	4.3 Methodology and Menu of Public Participation Tools & Purpose	27
2.2 Community-based Organization (CBO) Partnering Strategy	7	4.3.1 Meeting Planning – Location & Structure	28
2.3 Minimum Baseline Thresholds for Public Outreach	7	4.3.2 Meeting Types	29
2.4 Public Participation Plans for Individual Studies and Initiatives	11	4.3.3 Public Meeting Notice – Delivery System	29
3. Implementation of the Guiding Principles An Integrated Team for Stakeholder Engagement and Continuity	12	4.3.4 Online Communications – Meetings, Updates & Ongoing Communications	30
3.1 Operations, Local Government & Countywide Initiatives (OLGCI)	13	4.3.5 Limited English Proficient (LEP) Language Assistance Tools	31
3.1.2 Operations & Countywide Initiatives	13	4.3.6 Broadcast & Print Media	32
3.2 Planning & Environmental Communications (PEC)	14	4.3.7 Additional Approaches to Communications	32
3.3 Project Delivery, Construction Relations & Mitigation Programs (PDCRMP)	14	4.3.8 Evolving Practices – All Stakeholders Including LEP, Minority, Low Income and Individuals with Disabilities	33
3.4 Art & Community Enrichment	16	4.3.9 Metro’s Response to Community Engagement During Covid-19	33
3.4.1 On the Move Riders Program (OTMRP)	16	5. Range of Public Participation Methods Employed by Metro	34
3.5 Customer Care	17	6. Public Participation Case Studies	36
3.6 Metro Advisory Groups	18	6.1 Project: 5th Street/6th Street Improvements	37
3.6.1 Metro Service Councils	21	6.2 Project: Purple (D Line) Extension Transit Project, Section 3	38
		6.3 Project: Vermont Transit Corridor	39
		6.4 Program: Community Conversations	41
		7. Public Engagement Measures and Objectives	42
		8. Conclusion	43

Executive Summary

This Public Participation Plan has been assembled to capture the methods, innovations and measurements of the agency's commitment to meet and exceed the prescribed requirements of the U.S. Department of Transportation (USDOT), including Federal Transit Administration (FTA) Circulars C 4702.1B citing recipients' responsibilities to Limited English Proficient (LEP) persons, FTA Circular C 4703.1, guiding recipients on integrating principles of Environmental Justice into the transportation decision-making process, and Federal Highway Administration's (FHWA) Title VI program. The plan is also consistent with Title VI, (non-discrimination regulations) of the Civil Rights Act of 1964, Section 162(a) of the Federal-Aid Highway Act of 1973 and The Age Discrimination Act of 1975.

Every three years, Metro updates the Public Participation Plan per the requirements listed above. As of the last update in 2019, the plan was released in Spring 2022 for the public to review and provide input. The Draft 2022 Plan and its draft revisions included:

- > Metro's Equity Platform Framework
- > Community-Based Organization (CBO) Partnering Strategy
- > Updates to Minimum Baseline Threshold for Public Outreach
- > The implementation of virtual outreach due to the onset of the COVID-19 global pandemic, "Safer At Home" and other public health orders
- > Metro's Advisory Body Compensation Policy
- > Organizational changes to Metro's Community Relations Department
- > Updated case studies that reflect Metro's commitment to reach the public in ways beyond traditional methods

Metro sought input from the public for the Plan from April 27, 2022 to May 27, 2022 to ensure we are doing the best we can to inform the public about Metro projects, programs and initiatives. Metro staff received 43 comments and updated the Plan based on new outreach tools that could support Metro's commitment to go above and beyond federally prescribed requirements.

The updates incorporated into this final plan include:

- > Added "Community Advisory Council" as title reference for the Citizens Advisory Council (see page 20)
- > Added "Virtual/Hybrid Meetings" and "Education/Training" to Community Engagement Methods Toolbox (see page 34)
- > Added Sustainability Council to Metro Advisory Groups (see page 21)
- > Added On the Move Riders to our Stakeholder Engagement efforts (see page 16)

For more information on the Plan, visit metro.net/projects/public-participation-plan-development.



CHAPTER 1

Introduction to Metro's LA County Stakeholders

Metro (The Los Angeles County Metropolitan Transportation Authority) considers all who reside, work and travel within LA County to be stakeholders of the agency. Residents, institutions, locally situated businesses, and the elected officials who represent them are particularly important in relation to public participation planning and outreach. Communication with the public is a continuum of involvement concerning service, fare changes, studies, and initiatives, short- and long-range planning documents, environmental studies, project planning and construction, and transit safety education.

1.1

Service Area & Agency Functions

- > As of March 1, 2022, Metro operates daily service with a **fleet of 2176 buses serving 12,2680 stops for 119 bus routes covering 1,469 miles of bus service area with 568,150 average weekday boardings** in February 2022 (compared with 871,486 pre-COVID boardings in February 2020).
- > On the **101.5 miles of light and heavy rail served by 295 railcars, another 179,827 average weekday boardings** were logged in February 2020 (compared to 321,444 pre-COVID boardings in February 2020).
- > Total system wide **monthly boardings were just under 15 million** in February 2022 (compared to just under 24 million pre-COVID in February 2020).
- > Metro ExpressLanes **operates 75.4 lane miles with 42 million annual trips** on the I-10 and I-110 corridors.
- > In addition, Metro Bike Share operates more than **200 stations in Downtown and Central Los Angeles**, Koreatown, Expo Park, Hollywood, the Westside and North Hollywood.
- > As of April 2022, **over 1.3 million trips have been taken and over 4.6 million miles traveled** using Metro Bike Share.
- > Metro also provides services, such as the **Freeway Service Patrol**, which assists motorists with transportation needs and the Los Angeles Services Authority for Freeway Emergencies (LA SAFE) provides **Southern California 511 (SoCal 511)** to assist LA County residents with transportation needs.

- > Metro plans, funds, constructs and operates public transportation for **4,751 square miles of land area** for the benefit of nearly 10 million residents, which makes LA the **most populous of California's 58 counties**.
- > The remainder of Southern California's surrounding counties adds **more than 11 million residents** to comprise a greater regional population totaling over **21 million**.
- > Agency accountability for conveying information to the people of the **88 cities and the unincorporated areas** that lie within LA County's borders requires a commitment to appreciate the diverse composition of stakeholders who have been identified in American Community Survey data as:
 - **African American/Black 7.8%**
 - **American Indian/ Alaskan Native 0.2%**
 - **Asian 14.6%**
 - **Native Hawaiian/ Other Pacific Islander 0.2%**
 - **Hispanic or Latino 48.3%**
 - **White 25.9%**
 and a broad spectrum of ethnicities that make up the remaining **3%**.
- > LA County is a multicultural environment and a transportation hub for the region, the state and the world. Additionally, 32 languages with multiple dialects have been **identified with 1,000 or more** language practitioners.

CHAPTER 2

Goals and Guiding Principles

This Plan guides all of Metro's outreach to gather important public input on possible changes to bus and rail service, new projects in planning and construction, fare changes and other programs. As the system expands, Metro has an unprecedented opportunity to invest in LA County's transportation system for all types of travel – highways, buses, trains, bikes, active transportation and more. This transformation through transportation will benefit and impact stakeholders throughout the region. As the nation's gold standard, Metro continues to bridge connections with communities and individuals who have deep relationships and insights into community-specific needs and opportunities, through comprehensive, equitable and sustained public participation programs.

This Plan meets and exceeds the requirements set forth by the FTA, FHWA, and Title VI, and it aligns with Metro's mission and commitment to excellence in service and support. The Plan is accountable, first and foremost, to the public, and it reflects the agency's dedication to provide a robust and inclusive public engagement program that sustains, strengthens, and deepens our relationships with stakeholders countywide.

Many non-English speaking, Limited English Proficient (LEP) and low-income communities use public transit as a primary method of transport, and since over half of LA County will be Hispanic by 2040, Metro must continue to emphasize access to multilingual resources, hold meetings that are flexible around working hours, enhance new outreach methods, measure the effectiveness of community outreach, and encourage participation, especially for those who rely on walking, bicycling, buses and trains for their daily trips.

COVID-19 Engagement

In 2020, during the "Safer At Home" public health order, virtual, live and asynchronous engagements proved to be successful at engaging stakeholders who previously did not participate in any of Metro's programming activities, beyond their daily commutes. Virtual meetings, recorded presentations, responding to online dialogue and providing synopsis of events created new avenues of engagement.

When reviewing communication plans, we must consider those who are traveling hours to access job corridors. Intercept surveys at stations, telephone town halls and media engagement have also proven to be successful.

It is also critical that Metro continue to look at community decision-making processes through several lenses, taking into consideration neighborhood and community values, LA County community structures, urban and rural areas, ethnic and cultural groups, marginalized and under-represented communities, populations with limited education attainment and people with disabilities. Metro must also continue exploring approaches, like popular education methods, to explain harder to decipher technical details, and utilizing participatory planning tools to increase awareness and understanding, while doing it through an equitable lens.

2.1

Metro Equity Platform Framework

Since Metro’s adoption of the Metro Equity Platform Framework in February 2018, various community-based organizations have expressed the community’s desire for equity to be integrated into the public participation process. The Equity Platform Framework is comprised of four pillars to guide Metro’s approach and work towards equitable outcomes. To achieve these outcomes, Metro must understand how to increase access to opportunities for those facing the most barriers, starting with understanding their needs. The second pillar, “Listen and Learn,” recognizes that community partners are essential for Metro to steward change through its projects, programs and services – and that change only moves at the speed of trust. To build trust, the agency must intentionally collaborate with communities through intentional listening and meaningful engagement that leave community members feeling heard, reflected and respected.

As such, Metro positions equity at the forefront of the public participation process throughout the life cycle of all Metro projects, programs, and initiatives. Metro will ensure an open and transparent public participation process that empowers low-income communities, communities of color, people living with disabilities, and other marginalized groups by removing barriers to participation in decision-making that affects these communities.

FOUR PILLARS

-  1: Define And Measure
-  2: Listen And Learn
-  3: Focus And Deliver
-  4: Train And Grow

2.2

Community-based Organization (CBO) Partnering Strategy

Community-based organizations (CBOs) are a vital part of the economy, social service networks and communities that are served by Metro. Furthermore, they are key players in civic life, public policy and public program provision. Metro partners with Community-Based Organizations (CBOs) in a variety of ways and for diverse purposes. With the CBO Partnering Strategy, Metro is establishing consistent and equitable processes for Metro to utilize across the agency when directly or indirectly engaging CBOs for professional services. This is a direct response to an existing need for improving internal efficiencies and effectively partnering with CBOs when professional services and compensation are involved.

The strategy establishes consistent and clear parameters for partnering with CBOs to leverage internal and external expertise and lessons-learned resulting in efficiencies, cost savings and strengthening our relationships with CBOs based on a shared understanding of partnership, trust and respect. The Strategy aligns with Equity Platform Framework by allowing Metro to better engage members of LA County’s historically marginalized and most vulnerable populations, including, but not limited to, Black, Indigenous and People of Color, people with low-incomes, people with limited English proficiency, people with limited education attainment and people with disabilities.

OUTREACH METHOD EXAMPLES	DESCRIPTION
Community Meeting and Public Hearing Noticing	<ul style="list-style-type: none"> > Stakeholders will be given a minimum of 10 days’ notice for all Metro-hosted community meetings and public hearings. > Notices will be provided in English and Spanish at a minimum and translated into multiple other languages as demographics indicate. > Ads and take-one notices will be placed on adjacent buses and trains for specific area meetings whenever possible. > Meeting and hearing materials will also be posted online for those who are unable to attend in person. Additionally, when possible, meetings will also be shared digitally using webcasts, webinars and other online platforms.
Community Meeting and Public Hearing Locations and Times	<ul style="list-style-type: none"> > Metro-hosted community meetings and public hearings will be held at ADA-compliant venues and are accessible or convenient for transit riders and bicyclists. > Meetings will also be at times that are flexible around working hours, and when most convenient for stakeholders, such as at night-time and on the weekends. > Venues will be near the communities of interest, which can include faith-based and community-based institutions.
Community Meeting Language Translation	<ul style="list-style-type: none"> > Community meeting materials and live translation will be provided in English and other languages spoken by significant populations in the project area, as resources allow, and as outlined in Metro’s (LEP) Plan Four Factor Analysis¹. > Language translation will be performed by fluent speakers. > Additional languages and ADA accommodations, such as large print and Braille, will be provided upon request with at least three working days’ (72 hours) notice by calling 323.466.3876.
Public Hearing Language Translation and Documentation	<ul style="list-style-type: none"> > Public hearing materials and live translation will be provided in English and Spanish at a minimum. > Other languages and ADA accommodations, such as large print and Braille, will be provided upon request with at least three working days’ (72 hours) notice by calling 323.466.3876. Language translation will be performed by fluent speakers. > Court reporters will also document the hearing proceedings and public comments.
Neighborhood/Community Lenses	<ul style="list-style-type: none"> > Metro will look at community decision-making processes through several lenses, including neighborhood and community values, LA County community structures, urban and rural areas, and ethnic and cultural groups. > Metro will pay attention to users who are under-represented, with limited education attainment and have disabilities.
Innovation	<ul style="list-style-type: none"> > Metro will strive to use participatory planning tools (such as interactive maps and activities), the use of real-life examples, partnerships with CBOs, art, and other digital tools that may be available whenever possible to explain harder to decipher technical details and increase public awareness and understanding.
Online Language Translation	<ul style="list-style-type: none"> > The website <i>metro.net</i>, which was updated within the last few years, provides web visitors with transportation information assistance in seven languages in addition to English. > Additionally, Metro will offer Google Translate on every webpage for language accessibility above Title VI requirements. > Metro’s website content will also be ADA-accessible; it will be compatible with screen-reading devices for individuals with visual impairments.
Telephone Interpretation	<ul style="list-style-type: none"> > Metro’s Customer Care Department will provide patrons with LEP with transportation information assistance in over 200 languages by utilizing a third-party language interpretation service. > Telephone interpretation will also be ADA accessible; Metro’s Customer Service line will be accessible with California Relay Line ddtp.cpuc.ca.gov. > In addition to Customer Care, Metro Rail Operations will utilize the third-party languages interpretation service to provide information and emergency response to LEP patrons who contact the Rail Operations Center (ROC) using the communication devices (G-Tel, P-Tel, and E-Tel) located on rail platforms.

2.3 Minimum Baseline Thresholds for Public Outreach

Metro encourages public participation at every decision opportunity at all stages of the lifecycle of each project, program, or initiative, from planning to implementation, including:

- > New policy or policy changes, such as possible changes to bus and rail service, fares and other programs
- > Development, planning and construction of new projects and programs, including bus, rail, highway and transit-oriented communities

Metro has established minimum baseline thresholds (see below) for public outreach activities to ensure they are aligned with the agency's Equity Platform, which emphasizes the importance of engaging historically marginalized and underrepresented voices, including people of color and people with low incomes. Outreach tactics are specifically tailored based on the characteristics of the surrounding community, stage of the project and related outreach objective, history of Metro activity in the area, and other factors that vary between project, program, and initiative. As an agency serving the nation's most populous county, Metro outreach tactics seeks to scale the availability of information and input opportunities to the widest possible audience as allowed by available budgets and tools, with priority on current and prospective riders and people that may be disproportionately harmed or burdened, as follows:

- > **Transit riders.** Metro knows from its annual customer surveys that the current population of transit riders includes a higher percentage of people with low-incomes, people of color and people with more limited transportation options than the general population of LA County. For this reason, outreach related to updating, modifying, or expanding service prioritizes inclusion of transit rider voices as a primary audience. While Metro values input from all members of the public, operating successful public transportation is its core mission; thus, the agency makes special efforts to receive input from its riders, those more likely to ride public transit and those more likely to benefit from access to Metro services. Riders have more insight on the type of services, routes and investments that improves their experience and that of future riders.
- > **Low income, people of color and people who regularly use Metro.** As part of the Equity Platform framework's guidance for defining equity, Metro adopted a working profile for its equity prioritization by mapping incomes, race and ethnicity, and limited automobile ownership; the areas where all these characteristics are most present are known as Equity Focus Communities (EFCs) and represent areas with the greatest mobility needs across Los Angeles County. These demographic characteristics guides Metro's work to reach historically marginalized communities and ensures that their voices are included in Metro processes. In doing so, Metro also considers other need-based factors, such as barriers for people with disabilities, to prioritize efforts to gain input from communities with the greatest needs that can be served by improved access to transportation.
- > **Representative of the corridor.** Using internal data resources, Metro generates a demographic profile of the impacted area for each project, program, or initiative – some of which are countywide. Based on that profile, Metro sets targets for reach of information, and quantities of feedback and input that match the demographics of this profile, including prevalence of EFC demographic characteristics. At minimum, this helps Metro ensure that EFCs and communities with the highest needs have input at levels representative of their prevalence in the area that the project, program or initiative touches.

2.4 Public Participation Plans for Individual Studies and Initiatives

Beyond the Minimum Baseline Thresholds, this Plan outlines additional Strategies, Methods and Procedures (Section 4) that Metro uses to conduct comprehensive community outreach and encourage robust community engagement at every decision-making opportunity. It also describes how each Metro study or initiative develops an individual Public Participation Plan that targets the individual needs of its stakeholders. This tailored approach provides a structure for meaningful dialogue and broad public access throughout the decision-making process.

To achieve both state and federal sustainability goals for the region, and in accordance with fulfilling the Short and Long-Range Transportation Plans' range of multi-modal solutions, Metro is typically conducting 30 or more studies at any given time throughout LA County to determine preferred alternatives for consideration to fund, build and operate. These studies evaluate both transit and highway, as well as local arterial impacts, and analyze the factors that improve air quality, mobility, pedestrian and cycling accessibility, as well as the required California Environmental Quality Act (CEQA) and National Environmental Protection Act (NEPA) disciplines necessary for completion of an environmental document. For all studies and initiatives, Metro applies the concepts articulated in the Four Factor Analysis as paramount to the structure and implementation of public participation. This tenet ensures that public investment includes those who require encouragement through targeted outreach to be at the table when options are considered and decisions are made.

Each Metro study has an individual public participation plan that targets the specific needs of the stakeholders of a project that frequently goes above and beyond Metro's baseline thresholds for public participation.

Strategies for public participation vary depending on the scope and breadth of the study or initiative and on what is known to be familiar and accessible locations, forms, and forums for communication. In addition to tailored strategies, many studies and projects at Metro have their own websites and can communicate with stakeholders digitally through social media. Others utilize existing Metro social media resources. Advances in electronic communication and social media platforms have cleared new pathways for widespread distribution of information that are especially helpful when there are outlying communities in geographically expansive study areas.

CHAPTER 3

Implementation of the Guiding Principles

An Integrated Team for Stakeholder Engagement and Continuity

Given the range of agency responsibilities and the breadth of the county it serves, Metro has developed expertise in outreach and public participation that is carefully tailored according to the specific needs of each project or program, while maintaining a sustained relationship to stakeholders countywide. The commitment to engage stakeholders in the decision-making process has resulted in the development of specialty teams that function under the banner of Community Relations.

Those teams are:

- > Operations, Local Government and Countywide Initiatives (OLGCI)
- > Planning and Environmental Communications (PEC)
- > Project Delivery, Construction Relations and Mitigation Programs (PDCRMP)
- > Art + Community Enrichment
- > Customer Care

The objective of Community Relations is to ensure Metro's connectivity to stakeholders, whether it relates to daily issues, operations, studies, initiatives, construction activity impacts or preparation for safe use of a system once built and ready for service. All these agency activities require a measure of public participation. In close coordination is Metro's Customer Care Department whose staff receive, track and respond to all travel inquiries, comments and complaints from the public.

Public participation is also fostered and maintained by five sub-regional Metro Service Councils, an Accessibility Advisory Committee, a Citizens Advisory Council, a Technical Advisory Committee, as well as several other non-elected planning and advisory committees which provide guidance and leadership on numerous Metro programs and initiatives

Organizational Changes to Metro's Community Relations Department

3.1 Operations, Local Government & Countywide Initiatives (OLGCI)

This unit provides the link between Metro and the 88 cities and unincorporated communities of Los Angeles County. OLGCI staff build relationships across Los Angeles County with grassroots organizations, local government partners, Councils of Governments (COGs), business, Metro Service Councils, and other stakeholders to design, support, and implement equitable public engagement to advance efforts for all agency initiatives, bus and rail operations, planning studies, projects and programs.

The unit represents the agency and serves as a resource to city elected officials and staff, as well as other stakeholders such as chambers of commerce, COGs, faith leaders, institutions, community based and other organizations. The OLGCI team provides information about Metro bus and rail service, projects, programs and initiatives in public meetings, community presentations, public hearings, city council meetings, community events, and other stakeholder gatherings. OLGCI works closely with the Planning and the Environmental Communications team. Some staff have crossover duties in both teams. Team members are assigned to geographic subregions or program areas ensuring they are familiar with the communities, issues and stakeholders throughout the County.

The team is also assigned to support Metro's Service Councils, Citizens Advisory Council, community roundtables, and other established advisory committees, as well as to oversee or support special community partnership initiatives such as Metro Conversations, Youth Council and Metro's Countywide Faith Leaders Roundtable.

3.1.2 Operations & Countywide Initiatives

The Operations and Countywide Initiatives (OCI) team leads, develops and implements innovative community engagement strategies to ensure all communities have an equitable voice in helping to shape Metro countywide initiatives and programs. The team supports community engagement efforts on operational changes to the Metro system such as implementation of the NextGen Bus Plan, service changes and shake ups, and the current operator recruitment effort, among others. The team also leads engagement activities that support the implementation of the agency's Customer Experience Plan.

3.2 Planning and Environmental Communications (PEC)

The Planning and Environmental Communications (PEC) team leads in developing and implementing community engagement programs to support Metro Planning, Highway, Regional Rail and Congestion Reduction Projects that are in the planning phase of development. The PEC team delivers comprehensive, inclusive and equitable engagement activities for Los Angeles County residents in accordance with Metro's Public Participation Plan, Equity Platform, and California Environmental Quality Act (CEQA) and National Environmental Protection Act (NEPA) guidelines. The team also manages, develops and implements public participation programs for CEQA and NEPA environmental clearance procedures and guides projects through key milestones to deliver engagement activities on-time and on-budget from the environmental planning phase through engineering and construction, minimizing the risk to project schedules.

3.3 Project Delivery, Construction Relations and Mitigation Programs (PDCRMP)

When a project proceeds into construction, the Project Delivery, Construction Relations and Mitigation Programs (PDCRMP) team steps in to manage the community impacts called out in the environmental planning documents and the impacts that are created by construction activities. This team is the beneficiary of the expertise developed in the study and planning stage where very specific issues have been memorialized and now require in-the-field strategies for palliative measures that sustain communities through the rigors of construction. Metro's PDCRMP team is often co-located in field offices with the project team, including Construction Management and occasionally the contractor.

In July 2013, Metro's Board of Directors approved a Metro Construction Relations program as the model to support construction mitigation for all construction projects, moving forward, including transit and highway projects. PDCRMP directs, leads, designs and develops agency-wide strategic planning for public outreach, stakeholder communications, and impact mitigation policies and procedures for construction projects. As project experts, PDCRMP communicates in layman's terms detailed construction activities to the public while ensuring accessibility is maintained to businesses and residents, to ensure fewer complaints and needed mitigations.

Public participation during construction includes regularly scheduled public meetings conveniently located within the community to the many diverse segments with the project alignments. Almost every Metro project is staffed with bilingual expertise reflective of the ethnicity and LEP population of the project area. The goal is to understand the cultural resources and inventory of community assets by utilizing diverse methods for reaching stakeholders in advance of major project milestones. Information is provided when construction is occurring in the public right-of-way, or is impactful, or activities that have a long duration.

Shared details include activity, work hours, duration and impacts. These tactics include both traditional and non-traditional outreach including construction notices through email blasts, social media, project websites, door-to-door distribution and community centers and commercial buildings. Community support is provided through a project hotline, which operates around the clock, and is staffed with on-call team members.

The PDCRMP team was required to change course slightly during the Covid-19 pandemic and moved in-person community meetings to virtual meetings. Meeting times were moved to more convenient times for each community, including early morning, lunch time or evening meetings. CRMP saw increased attendance at all construction-update meetings during virtual meetings. The team is considering how to incorporate a hybrid model of in-person and virtual meetings moving forward.

PDCRMP is responsible for Eat, Shop, Play (ESP), which is a neighborhood focused mitigation program that seeks to engage the community in supporting small businesses during construction. This is a consumer-incentivized program, free of charge to participating businesses with the goal of featuring local businesses to both the community and regional audiences, while encouraging residents, businesses, and visitors to eat at local restaurants, shop at local stores and play at local entertainment venues within each project area. Specific benefits include the following: business profiles, marketing materials, business spotlights, signage, vendor days and "lunch and learns".

In addition to Eat Shop Play, PDCRMP supports another project-based mitigation program, the Business Interruption Fund (BIF). The BIF provides financial assistance to small "mom and pop" business located along specific project alignments that are impacted by transit rail construction. The goal is to help small businesses continue to thrive through construction and post construction. The BIF is a demonstration of Metro's commitment to being a trusted community builder, partner and stakeholder.

Construction Relations and Mitigation Programs also oversees leadership councils formed as mitigation measures to support project construction. They are:

- > **Crenshaw/LAX Community Leadership Council (CLC)** is another example of a corridor-based transportation advisory body, which was formed in 2010, for the purpose of sustained involvement by representatives who serve as liaisons to the greater community as this light rail transit project is brought to fruition and into operation. The CLC has been instrumental in providing the project with assistance in informing the hard-to-reach populations of the community.
- > **Regional Connector Community Leadership Council (CLC)** was formed in 2012 to provide a continuum of station-area working groups to advise Metro through construction, specifically in the Little Tokyo community, an Environmental Justice Community. The CLC was instrumental in sharing vital information about the nuances of daily community life and helped avoid impacts that could have caused an interruption to work, saving the project money.
- > **East San Fernando Valley Light Rail Transit Project Community Leadership Council (CLC)** is expected to be formed in 2022, prior to the start of construction for this much needed transit project in the San Fernando Valley.

3.4 Art + Community Enrichment

The Metro Art + Community Enrichment department delivers the agency's public art programs, exhibitions, cultural programs, public tours, intergenerational educational programs, rail safety programs, a volunteer Docent Council and the agency's first Youth Council and related public participation programs. The department strives to create meaningful connections between people, neighborhoods, and destinations in advancing Metro's vision to provide world-class transportation for all.

The Community Education & Mobility unit is responsible for increasing rail safety awareness through safety education programs including informative, site-specific presentations, Rail Safety Orientation Tours and the deployment of Rail Safety Advisors. They also conduct travel training to the older adult community, provide field trips for students, and are facilitating the agency's Youth Council. The programs serve diverse communities in the neighborhoods within a 1.5-mile radius of at-grade light rail lines. The team employs outreach methods that address any potential disparities and evaluates the impact of its existing and new outreach methods with a focus on marginalized groups within equity focused communities.

As the County's cultural connector, Metro Art provides increased and equitable access to arts and culture for the agency's diverse ridership. Projects and programs uplift and reflect the needs and values of communities served through active and intentional paths of inclusion. Metro Art staff lead regular technical assistance initiatives to increase opportunities for artists at all stages of their careers. Community engagement utilizing innovative arts and cultural strategies is a longstanding foundational aspect of this program. The department has partnered with numerous arts and community-based organizations and continues to place community voices at the forefront.

3.4.1 On the Move Riders Program (OTMRP)

On the Move Riders Program (OTMRP) works to empower older adults with the information and confidence to travel on fixed-route transportation, by providing one-on-one and/or group travel training, informational transit tours and safety education presentations. Through our regional Older Adult Transportation Pop-Up events, Transportation Expo and Raised on Records Concert, we strive to spread the word on our program and the value in learning how to travel on public transportation. Through these efforts, OTMRP strives to remove barriers and enhance mobility among the older adult population.

3.5 Customer Care

Metro's Customer Care department is the primary communication link to ensuring customers receive timely and accurate responses to their travel inquiries, resolution to their complaints, concerns, assistance with Transit Access Pass (TAP) services and other in-person customer service needs.

Metro's Information Contact Center provides route, schedule, fare and other transit information to approximately 2.5 million customers annually who call 323.GOMETRO for trip planning and travel assistance, seven days a week. It also maintains schedule, route, fare and stop data for 70 transit agencies, including Metro, in and around Los Angeles, Ventura, Orange, Riverside and San Bernardino Counties, which upload on Metro Trip Planner. Customer Information launched the operation of the Historical Union Station Information Booth, which provides in-person transit information to patrons inside Union Station.

The TAP Information Contact Center responds on weekdays to regional customers, who call 866.TAPTOGO (866.827.8646) or send emails to customerservice@taptogo.net requesting assistance with TAP services, on the 25 local transit agencies on TAP, including Metro. Assistance can also be requested via email at customerrelations@metro.net or visiting the metro.net website.

The Customer Relations team receives, tracks, investigates and responds to all customer complaints, inquiries and suggestions received via phone, email, internet, written correspondence and walk-in customers regarding Metro services, programs and projects. It is also responsible for responding to the customerrelations@metro.net email box and the agency's switchboard on weekdays.

Customer Programs and Services respond to and support regional programs/services, provide fare media sales and pre-screen Reduced Fare and Low-Income Fare is Easy (LIFE) applications at five Metro Customer Center locations. The Mobile Customer Center travels to special events, senior centers and schools to sell fare media and pre-screen Reduced Fare applications. The Reduced Fare Program is an application processing unit; processing reduced fare applications for eligible seniors, persons with disabilities and students, providing equitable access to public transit within LA County. The Stockroom Operation processes and delivers TAP fare media orders to over 400 TAP third party vendors and the Metro's Lost & Found location which receives, inventories and provides customer retrieval of lost articles found on our buses and trains.

In person support by Customer Care can be found at centers located countywide and they are:

Union Station/Gateway Transit Customer Center – East Portal

One Gateway Plaza
Los Angeles, CA 90012
6:00am–6:30pm, Monday–Friday
Photo booth available

Baldwin Hills Crenshaw Customer Center

3650 W. Martin Luther King Blvd., Ste 189
Los Angeles, CA 90008
10:00am–6:00pm, Tuesday–Saturday
Photo booth available

East Los Angeles Customer Center

4501 B Whittier Bl
Los Angeles, CA 90022
10:00am–6:00 pm, Tuesday–Saturday
Photo booth available

Rosa Parks Customer Center Willowbrook/Rosa Parks Station

11720 Wilmington Ave
Los Angeles, CA 90059
6:00am–6:30pm, Monday–Friday

Wilshire/Vermont Customer Center

3183 Wilshire Blvd, Ste 174,
Los Angeles, CA 90010
10:00am–6:00pm, Monday–Friday

3.6 Metro Advisory Groups

In addition, Metro Community Relations units provide additional support to non-elected planning and advisory committees, which offer important guidance and leadership on a variety of Metro projects, programs and subject-area initiatives.

Advisory Body Compensation Policy (ABCP)

In September 2021, the Metro Board approved an advisory body compensation policy (ABCP) that was spearheaded by the Office of Equity and Race. ABCP determines if and when members of the public who serve on Metro advisory bodies can be compensated. Advisory bodies are defined as Metro-created or sanctioned groups that voluntarily provide input to Metro on programs, projects and other initiatives. The ABCP has three tier categories for compensation: 1) Advise, 2) Advise and Prepare and 3) Advise and Collaborate. The level of responsibility, time commitment and roles of the advisory member increase with each tier, along with the compensation rate, as described below:

1. **Advise:** Applies to advisory bodies that largely play the role of an advisor for Metro staff with minimal responsibilities outside of attending meetings.
2. **Advise and Prepare:** Applies to advisory bodies responsible for one to two hours of advance preparation for meetings on top of attending meetings.
3. **Advise and Collaborate:** Applies to advisory bodies whose responsibilities include collaboration with other members, Metro staff, and/or other community members or external partners, to develop a shared vision and outcomes. The Advise and Collaborate tier should be applied when advisory members have a moderate to significant workload outside of advisory committee meetings.

Compensation tiers were developed to reflect the difference in roles and responsibilities of members including the difference between regular advisory body members and alternate members.

All members of the public are eligible for ABCP regardless of immigration status, housing status, ability or any other status that may be a barrier to participation. Members serving on any formal advisory body, that has been or is created or sanctioned by Metro are eligible for compensation under the Policy as of October 1, 2021, unless determined ineligible by legislation, preceding charters or bylaws, or provisions in the Policy.

The Policy excludes Metro employees and any public agency, Councils of Governments, or elected officers and their staff who serve on advisory bodies as part of their professional role. Members who 1) work for a contractor or organization holding an active contract with Metro and 2) participate or are listed in the contract activities, while serving on an advisory body are not eligible for advisory body compensation for the duration of the contract. This applies to all contractors, including non-profit organizations and community-based organizations. Once no longer under contract with Metro, an advisory body member may receive compensation.

Metro's current roster of advisory groups are:

Metro's Accessibility Advisory Committee (AAC) meets twice every quarter and is facilitated by the Office of Civil Rights, Racial Equity, and Inclusion. Meetings are held in person at Metro headquarters but have temporarily migrated to a virtual platform due to the Covid-19 pandemic. The purpose of the AAC is to provide feedback on accessibility-related issues regarding Metro's programs, services (including over 200 bus and rail routes) and facilities, which must be fully accessible to all customers, including those with disabilities. AAC agendas are available in alternative formats upon request and live captioning and language interpretation is provided at every AAC meeting.

Metro Citizen's Advisory Council (CAC) was authorized by State Charter as an advisory body of community representatives from throughout the region to consult, obtain and collect public input on matters of interest and concern to the community, and communicate key feedback and CAC recommendations to Metro. Issues may also be assigned to the CAC by Metro for its review, consideration and recommendation. The CAC meets twice monthly, once at the beginning of the month for their Executive Committee Meeting and once towards the end of the month for the General Assembly Committee Meeting. Every active/voting Metro Board member may directly appoint up to four members to the CAC.

Metro Advisory Body Compensation Structure*

COMPENSATION	REGULAR COMPENSATION RATE	MAXIMUM COMPENSATION PER FISCAL YEAR	ALTERNATE RATE	MAXIMUM COMPENSATION PER FISCAL YEAR
Community Meeting and Public Hearing Noticing	\$100 per meeting	\$3,100	\$75 per meeting	\$2,500
Community Meeting and Public Hearing Locations and Times	\$150 per meeting	\$4,300	\$125 per meeting	\$3,700
Community Meeting Language Translation	\$200 per meeting	\$5,500	\$175 per meeting	\$4,900
Public Hearing Language Translation and Documentation	\$50 per meeting	\$3,100	\$50 per meeting	\$1,200

*CPI annual increases can occur.

During the pandemic, Metro staff rapidly mobilized to transition in-person CAC meetings to online virtual meetings. Metro staff ensured continued public access to these meetings via web and/or via toll-free telephone hotline options. All CAC meetings were held in accordance with the Brown Act and frequently emerging policy changes related to the ongoing COVID-19 pandemic. Despite the health crisis these past couple of years, Metro's CAC gained greater diversity of its membership and saw an increase in the numbers of public members attending these meetings. Additionally, during the pandemic, the CAC started implementing Metro's Equity & Race Department's recently adopted Advisory Body Compensation Policy efforts.

To be more inclusive of the people it serves, the CAC is referenced by their informal name "Community Advisory Council" (CAC). This change, per the councilmembers request, connotes a much more welcoming atmosphere at their meetings. The Community Advisory Council is legislatively identified in Public Utility Code §13000 et seq. as the Citizens' Advisory Council.

Metro's Technical Advisory Committee (TAC) was state mandated in 1977, and Metro's Planning Department oversees the group. It has undergone periodic reviews of its membership, functions and responsibilities based on the changing needs of Metro; however, its role remains relatively unchanged. The TAC reviews, evaluates and comments on various transportation proposals and alternatives within Los Angeles County. Transportation issues heard by the committee include the funding, operation, construction and maintenance of bus and rail transit, streets and freeways, demand and system management, accessibility for persons with disabilities, air quality improvements, goods movement, sustainability, and active transportation. The TAC supports the equity platform and all Board-adopted priorities. The committee is currently composed of 35 voting and non-voting members representing agencies throughout LA County. The TAC includes four subcommittees: Bus Operations Subcommittee (BOS), Local Transit Systems Subcommittee (LTSS), Streets and Freeways and Transportation Demand Management (TDM)/Sustainability.

Metro's Transportation Business Advisory Council (TBAC) was established by state law in 1992 and is staffed by Metro's Diversity & Economic Opportunity Department (DEOD). It is comprised of professional business associations representing an array of industries and trades to advise Metro on matters regarding the disadvantaged business enterprise program to enable the authority to meet or exceed women and minority business enterprise participation goals. TBAC plays an important role in advocating for small business owners to have increased access to Metro contracting opportunities.

I-710 Task Force was initiated in September 2021 and meets approximately every four weeks. The task force meetings are a space for task force members to meet, discuss, plan and debate issues related to the I-710 South Corridor. Ultimately, the I-710 Task Force will develop recommendations for multimodal strategies, projects and programs, and an Investment Plan to improve communities and transportation within the I-710 South Corridor and adjacent communities.

Metro Policy Advisory Council (PAC) was established in early 2017 to review, comment and provide input on the draft Measure M Master Guidelines, the Long-Range Transportation Plan (LRTP) and other work plans and policy areas that the Metro Board may request. The PAC meets quarterly to advise on Metro's priorities for the region, including increased equity and improved mobility for all Metro stakeholders.

Metro's Public Safety Advisory Committee (PSAC) was established by the Metro Board of Directors in June 2020 to provide recommendations on how Metro can reimagine public safety and include community-based approaches. This includes providing feedback on non-law enforcement alternatives, such as the transit ambassador program and community stewardship. The 15-member committee meets the first and third Wednesday of each month and translation services are provided at each meeting. Due to the pandemic, meetings have been held virtually.

Metro Youth Council debuted in October 2021, when Metro announced that it was creating its first Youth Council to develop the capacity of young people to engage with and participate in Metro's plans, projects, programs and initiatives. The first council members were selected after receiving over 200 applications countywide. When selecting youth, staff were committed to ensuring membership was equitable and consisted of young people that reflected the diverse demographics of Los Angeles County.

Metro's Youth Council has 27 members between the ages of 14 to 17 years old. Members will serve for a one-year term where Metro aims to: listen to concerns, learn from, and receive new ideas and perspectives, engage our future community leaders, and increase their awareness of Metro, empower youth to share their voices in transportation decision making and create lifelong riders.

Metro's Sustainability Council has a mission to improve sustainability efforts by developing targets, metrics and strategies to assist Metro in achieving stated sustainability program goals. The council advises in the development of Metro's sustainability goals, establishes targets and performance measures, and assists in the tracking and reporting on a quarterly basis as outlined in Motion 57's four major categories:

1. Climate Change & Resiliency
2. Energy
3. Solid Waste & Recycling
4. Water

The council also aims to improve understanding of our constituents and stakeholders of the sustainability-related efforts and opportunities at LA Metro.

3.6.1 Metro Service Councils

To continuously address Metro bus and rail service concerns in the communities they address, the Metro Board created five sub-regional Service Councils established in 2003. The Metro Service Councils are staffed by Operations personnel with participation from the Local Government & Community Partnerships Unit. Councilmember nominations are made by local jurisdictions and Councils of Government (COGs), then approved for appointment by the Metro Board of Directors. As a condition of membership, Councilmembers must live, work or represent the communities within the boundaries of the designated regions they represent. These Councils meet monthly, receive public input on Metro service, review and recommend service changes, receive presentations on all agency initiatives, and meet quarterly with the Chief Executive Officer of the agency. Public participation is encouraged at all Service Council meetings which are publicly noticed in accordance with the Brown Act.

The Service Councils transitioned to virtual meetings in May 2020 in response to the COVID-19 pandemic. With that transition, Service Councils began to stream their meetings via the Metro website, accept public comments prior to meetings via email, and in real time during meetings via online comment forms and by phone. This transition has enhanced the ability of the public to conveniently participate and has resulted in the participation of new members of the public who had never previously attended or commented at a Service Council meeting. The Service Councils are currently exploring methods to continue to offer this enhanced access to these public meetings once in-person meetings resume.

CHAPTER 4

Strategies, Methods and Procedures

The strategies, methods and procedures outlined here are integral components to the effectiveness of Metro’s Plan in meeting and exceeding federal guidelines. They are consistent with the letter of law and legislative intent of: Title VI Civil Rights Act of 1964, Executive Order 12898 (Executive Order for Federal Agencies to address Environmental Justice in Minority Populations and Low-Income Populations) and FHWA’s Title VI program obligations. The Plan is also responsive to the direction of FTA Circular 4703.1 that provides guidance “in order to incorporate environmental justice principles into plans, projects and activities that receive funding from FTA.” Guidelines from FTA Circular 4702.1B, directing recipients on the responsibilities to integrate their programs and activities to include LEP (70 FR 74087, December 14, 2005), are also acknowledged by specific outreach activities defined in this section.

The strategies, overarching methods description and procedures summarized, present comprehensive and targeted ventures customized to serve the public and meet federal law and guidelines. They also broaden the value of transit service through stakeholder access and deliberations.

Metro’s charge is to develop strategic plans and implementing methods to be consistent with Circular 4702.1B as follows:

- > Ensure level and quality of public transportation service is provided in non-discriminatory manner
- > Promote full, fair and equitable participation in public transportation decision-making without regard to race, color or national origin, sex, age, disability, religion, sexual orientation, gender identity or other protected classes enumerated in federal and state laws
- > Ensure meaningful access to transit-related programs and activities for persons with limited English proficiency.

In addition, and consistent with FTA Circular 4703.1, Metro conducts an Environmental Justice Analysis, as required, that:

Avoids, minimizes and mitigates disproportionately high and adverse effects, ensures the full and fair participation by all potentially affected communities and prevents the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

LA County in 2020

RACE/ ETHNICITY	
African American/ Black (not Hispanic or Latino)	7.8%
American Indian/ Alaskan Native Alone	0.2%
Asian Alone	14.6%
Native Hawaiian/ Other Pacific Islander Alone	0.2%
Hispanic or Latino	48.3%
White (not Hispanic or Latino)	25.9%
Some other race alone	0.4%
Two or more races	2.6%

INCOME	
Median Household Income (dollars)	\$71,358
Per Capita Income (dollars)	\$35,685
Percentage of families and people whose income in the past 12 months is below the poverty level	14.2%

TOTAL CIVILIAN NONINSTITUTIONALIZED POPULATION WITH DISABILITY	
Persons with Vision Difficulty	2.0%
Persons with Hearing Difficulty	2.5%
Persons with Ambulatory Difficulty	5.8%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year

4.1 Languages Spoken in LA County (with more than 1,000 LEP Persons)

Limited English Proficiency (LEP) Populations: The 2016-2020 ACS five-year estimates show a total population of 10,014,009 for LA County. Data on languages spoken in Metro’s service area is gathered from multiple sources for the Four Factor Analysis. Of the 9,447,621 people who are at least five years old, an estimated 2,191,084 people, or 23%, speak English less than “very well.” The table shows the breakdown of those languages for Los Angeles. Maps included in the 2019 Factor One LEP Analysis show concentrations of LEP groups by language within the County of Los Angeles, especially within the City of Los Angeles, and will be utilized for targeted customer outreach in those languages.

Metro is charged with developing strategy and implementing a public access practice that informs and engages distinct socio-economic communities within large geographic swaths of LA County. However diverse, these communities are connected by an opportunity for improved transit services and the desire to reduce or improve their daily commutes to jobs, health providers, schools and businesses. The Plan formally outlines the way in which Metro provides meaningful, pragmatic and cost-effective outreach that is responsive to information gathered in LEP community surveys and other

public comment on the types of information and interactions deemed most useful.

This information is critical to informing Metro’s Plan. A comprehensive community outreach, public information and engagement strategy is designed to serve all stakeholders regardless of their gender or age and including LEP, minority, low-income and people with disabilities, within the project service or study area. The strategies, methods and implementation combine traditional outreach practices with evolving technologies. Metro recognizes that there are many communities without equal, daily access to the range of social media sites in use. Therefore, the development of each specific public participation plan includes the assessment of how best to effectively communicate with technology within low-income, LEP and minority communities, coupled with outreach methods to engage people with disabilities, hard-to-reach communities, and general population stakeholders. This combined approach provides meaningful and broad public access to the public process.

The agency is informed quickly through technology that allows immediate feedback and perspective on the value of these applications in engagement. It also presents user

LANGUAGE SPOKEN AT HOME (AGE 5 AND OLDER)	TOTAL POPULATION	NUMBER OF LEP LANGUAGE SPEAKERS	PERCENT OF TOTAL POPULATION	PERCENT OF LEP POPULATION
Spanish	3,657,846	1,458,177	15%	67%
Chinese (incl. Mandarin, Cantonese)	386,759	228,429	2%	10%
Other Indo-European languages	370,326	142,364	2%	6%
Korean	167,915	99,518	1%	5%
Other Asian and Pacific Island languages	159,900	72,278	1%	3%
Tagalog (incl. Filipino)	227,097	70,467	1%	3%
Vietnamese	83,012	50,519	1%	2%
Russian, Polish, or other Slavic languages	68,972	28,674	0%	1%
Arabic	44,002	16,509	0%	1%
Other and Unspecified Languages	64,099	14,704	0%	1%
French, Haitian or Cajun	42,488	6,504	0%	0%
German or other West Germanic languages	26,797	2,941	0%	0%

Public Outreach Milestones in the Environmental Process



ONGOING PUBLIC PARTICIPATION

performance measures through comments. Qualitative and quantitative results are used to adjust project/plan outreach and to contribute over time to strategic outreach planning.

4.2 Strategies for Public Engagement

Metro's Plan provides multiple platforms for communication, providing comfortable, accessible, far-reaching, broadly serving and individually engaging settings. The examples below are associated with public participation plans on both regional and local plans. These strategies, methods and tools have been overlaid to foster ongoing public involvement in decision-making.

Metro's examples of strategies include:

- > Convene an advance-planning team that includes technical project planners, demographic and data resource researchers and community outreach specialists to identify anticipated issues from various stakeholder positions.
- > Utilize additional data resources beyond Metro's LEP Four Factor sources, as appropriate, to advance the effectiveness of team outreach planning in diverse socioeconomic communities.
- > Advance and integrate the principles of environmental justice through the Plan by selecting Metro team members with special cultural and linguistic abilities, as well as historical, economic, and local knowledge, who can contribute to the development of a best practice palette

to address barriers and broadening input.

- > Identify community leaders, government and community-based organizations to provide input on known barriers to communication.
- > Analyze existing community-based informational channels, via appropriate organizations' networks and through consultation with civic, community or grassroots leadership to advance transmission of information at a grassroots level.
- > Identify and create ongoing communication practices that respond to communication barriers, including multilingual platforms (including sign language translation) that will provide a means of participation and information exchange.
- > Identify a range of outreach activities that can inform members of diverse communities of new or ongoing projects and programs, or to advanced planning for a formal public hearing process.
- > Develop a multi-language communication platform, based on demographic and community input, that equalizes opportunities among identified stakeholders for access to information from the inception of a project through its completion and operation phase.
- > Identify outreach options that provide opportunities for initial comments and create a structure to incorporate received feedback throughout the ongoing outreach process and, when feasible, into the plans and projects themselves.
- > Ensure that if Metro is requesting public feedback, stakeholders are given sufficient lead time to provide comments.
- > Identify the potential uses of electronic communication,

including websites, web video and social media, while ensuring the Plan takes into consideration individuals and households who may have limited access to or challenges using computers and other communications electronics.

- > Measure public engagement and adjust public participation plans by monitoring metrics and transit stakeholders' comments.
- > Measure public engagement and adjust long-range planning services based on query and monitoring of public comment from varied customer service interactions and stakeholder groups.
- > Metro is working on a translation glossary for each of the Limited English Proficiency (LEP) languages so that Metro key terms are translated consistently by internal and external translators. This will significantly reduce variances in translation and overall confusion by customers.

For every program, plan, project or initiative, Metro's technical, environmental and community engagement evaluates and determines the most effective methods for involving the public during the decision-making process. These methods are adjusted to fit the project audience goals, and objectives. This advanced team also identifies, designs,

and implements ongoing communication methods that engage Metro customers and increase opportunities for expanded participation.

4.3 Methodology and Menu of Public Participation Tools & Purpose

As part of our public involvement process, Metro uses varied tools to encourage, facilitate and engage the public in dialogue and activities. This is sometimes accomplished through the creation of advisory groups that include varied civic, community and government entities affected by proposed or planned projects or service changes. In other instances, this is facilitated by the dissemination of notice and project information, through various formats via in person and by written notice, and through our network of community-based partners.

Engagement approaches are tailored to engage our diverse population. In this process, the plan is mindful in identifying and including people of color and low-income participants, people with limited English proficiency (LEP) and people with disabilities. Methods provide meaningful access to our engagement activities by making available the service of interpreters and providing materials in appropriate languages, adapting a wide range of media communications to advertise and increase public participation.

The menu of public participation tools listed below includes an explanation of its value to this process. Marketing materials and translation practices are consistent with

Metro's LEP Plan and federal guidelines. Additional interpretive language assistance, whether officially required or not, is provided as needed.

4.3.1 Meeting Planning – Location & Structure

First and foremost, meeting venues should be transit accessible and ADA compliant. Meeting planning takes into consideration minority, low-income, LEP community members and individuals with disabilities on varied work and family schedules. Meeting times and venues are selected to allow for greater participation of diverse groups, including under-represented participant groups (college age, seniors, disadvantaged). Metro publicizes meetings through multiple distribution channels, is sensitive to multiple language needs and selects transit accessible venues in compliance with the Americans with Disabilities Act of 1990 (ADA).

Meeting venues are selected on several criteria:

- > Room size (selected to accommodate anticipated attendance and ADA requirements)
- > Room layouts that help facilitate dialogue, input and accessibility
- > Technology infrastructure for presentations or multilingual communication
- > Hours of operation of facility coincide with nearby transit service hours to ensure transit dependent community's attendance
- > Geographic location within impacted or hard-to-reach stakeholder communities for convenience and comfort of dialogue

Spanish is the non-English language that is most frequently encountered in the Metro service area and is therefore offered at virtually every public meeting. In addition, fact sheets and other handouts are translated consistent with demographic analysis. Multilingual communications are called for in many communities, and documents and translations are offered if useful and as required. ADA accommodations, such as sign language interpreters, are provided on an as-requested basis if requests are received by staff at least three working days'

(72 hours) advance notice. In addition, information is also made available in large print and Braille as necessary when requested.

4.3.2 Meeting Types

Metro values direct interaction with community members. The following are the types of meetings designed to achieve that goal:

- > Scoping meetings and public hearings (required meetings) introduce the public to the proposed projects and plans, present anticipated ongoing activities, provide ways to engage and follow the project, and register comments and concerns.
- > Meetings are translated as required, given demographic and LEP factors. Collateral materials are also developed and distributed when required and to facilitate dialog and an understanding of key stakeholder issues.
- > Workshops and briefings are held to update stakeholders and resolve new or ongoing issues.
- > Advisory committees/roundtables among constituents at the grassroots level offer input and resolution to issues/mitigations.
- > Community meetings are provided during pre-environmental, environmental review process and other Metro-related projects, programs and initiatives. Participants include local civic, business and community-based organizations, elected officials, and the public. Meetings are publicized in multiple languages through postal mailers and e-blasts, and via new media sources.

- > Pop-ups are utilized for Metro staff to provide project information and gather input from stakeholders at local community events, such as festivals, conferences and holiday gatherings.
- > Community tours are designed and hosted by Metro staff to provide stakeholders an experiential learning opportunity to better understand a proposed project, construction activities, Metro's extensive art program, transit safety or other programs and initiatives at Metro.
- > One-on-one and group briefings are conducted with community leaders, elected officials and staff and individual stakeholders.
- > Specific design meetings engage the public by introducing the technical considerations and offer solutions to potential impacts or present design opportunities.
- > Community relationships are enhanced through the established Metro Service Councils, a sustained source of community input for the last 16 years.

4.3.3 Public Meeting Notice-Delivery System

A wide variety of media are available to notice public meetings:

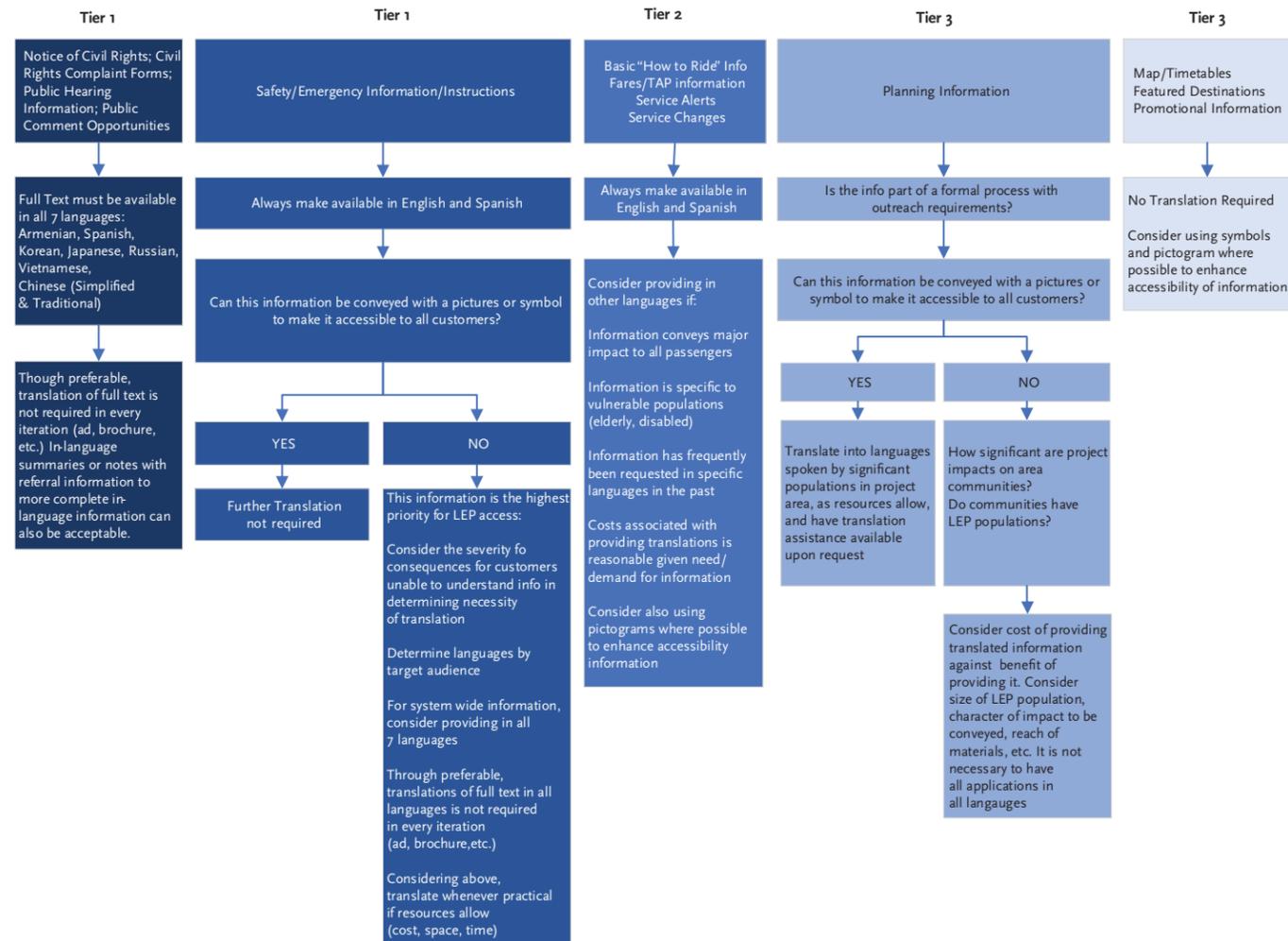
- > **U.S. Postal Service** – Traditional mail service can be employed for initial meeting noticing, as well as to publicize community workshop opportunities, project updates and activities during the environmental process and for construction updates and service impacts.
- > **Email** – Email can also be used to reach stakeholders and community members. Recipients have previously opted into email communications by providing their email addresses. E-blasts are sent by Metro and through community partners in advance of initial milestone meetings and for updates.
- > **Location placement** – Meeting notices in multiple languages are often posted in high-traffic gathering

places that can include colleges, parks, libraries, community and senior centers, farmers markets, cultural events, local elected officials' offices, civic and other community-based centers.

- > **Community networking** – Metro frequently partners with community and business organizations to distribute notices through their proprietary channels and social media networks. Metro's team attends and distributes notices at cultural and neighborhood events when feasible. Metro provides content to varied community groups and elected officials for posting on community calendars including transit coalitions, neighborhood and economic development councils.
- > **Posters** – Multilingual posters at terminal points can also be used as an effective means of noticing meetings and directing individuals to general information about Metro.
- > **Social media and paid advertising** – Strategic use of paid advertising on Facebook, Instagram and other platforms in English, Spanish and other languages as needed are often used to target locations and/or demographic groups that are directly affected by what is shared at the meetings. Metro's Facebook, Twitter, Instagram and other social media platforms are also used to provide notices of upcoming meetings.
- > **Metro's blogs and press releases** – Meeting notices are often shared through Metro's English-language blog *The Source* and Metro's Spanish-language blog

Metro's Language Assistance – Reference Guide

To determine translation requirements, first ask: "In which category does this item belong?"
Please contact Civil Rights Office for questions.



El Pasajero. Metro also provides press releases to a broad spectrum of media partners to share information about upcoming meetings.

comments, stream recorded meetings, view PowerPoint presentations and sign up to receive email updates about the specific project.

4.3.4 Online Communications – Meetings, Updates & Ongoing Communications

The ongoing pandemic and supporting health orders have encouraged the agency to take different approaches to engage those who support and depend on the transportation infrastructure. The timing of online meetings shifted during the height of the "Safer At Home" orders, with online meeting attendance and participation hitting all-time highs during daytime hours and plummeting with evening hours. Construction update meetings shifted from lunchtime, in-person meetings to online afternoon meetings.

- > Metro strategically utilizes online advertising in English, Spanish and other commonly used languages, targeted to demographic groups and project parameters in such platforms as Facebook, Twitter, Instagram and others.
- > Metro is actively engaged in popular social media sites Facebook, Twitter, and Instagram to conduct engagement campaigns, provide project updates, and direct users to information, meeting announcements and special events.
- > Metro monitors its social media outlets to ensure content is appropriate and useful, to gauge areas of concern and interest and to measure customer satisfaction.
- > The public is invited to contact project staff through project helplines. The system allows callers to leave messages and staff with appropriate language skills return calls. The public is advised of the project-specific helpline through Metro's website, printed materials, ads and in-person engagement.
- > As projects develop and reach milestones, email updates are sent to community stakeholders. Metro also shares these email updates with its key stakeholders, including partners and community-based organizations, for them to distribute the email updates through their own networks.
- > The agency maintains online space on the Nextdoor platform, located at [nextdoor.com/pages/los-angeles-county-](https://nextdoor.com/pages/los-angeles-county)

To make best use of resources, staff conducts a complete review of why an online meeting is needed, what information is to be presented, what response or direction is needed from stakeholders, and how can staff appropriately engage and respond to community concerns. The Metro workforce is in transition, and how people move throughout the day is changing. Our online engagement must evolve to best support this transition.

- > The Metro Rider's guide, available on metro.net, provides web visitors with transportation information assistance in seven languages in addition to English. Additionally, Metro offers Google Translate on every web page for language accessibility above Title VI requirements.
- > Metro's *The Source* is a transit blog presented in English; its Spanish-language counterpart is *El Pasajero*. *The Source* announces meetings, project updates, proposed project plans, video presentations, Board actions and other transportation news. Readers can also comment on stories or share them on their own personal social media sites.
- > Metro has created landing pages for many of its projects, with up-to-date information available in bi- or multilingual formats, as appropriate. Visitors are invited to provide

metropolitan-transportation-authority-metro; and regularly posts project information, construction updates and major agency announcements.

Facebook, Twitter and Instagram.

4.3.5 Limited English Proficient (LEP) Language Assistance Tools

A Metro advisory card has been prepared listing how to get language assistance services. As identified in Metro's LEP Plan, the information is listed in seven languages other than English. Pocket transit guides are also offered in seven languages and distributed at meetings and through customer service sites. These can assist stakeholders with long-term interest in the plan, project or service change action, to access community meetings and get additional information in-language more easily.

To provide quality and meaningful LEP assistance to our customers, Metro staff utilizes the following Tier System as a guide to determine translation requirements.

4.3.6 Broadcast & Print Media

- > Media alerts and releases are distributed to multilingual news sources, media briefings for minority-owned and distributed newspapers
- > Display ads in Spanish-language media and other outlets are purchased as appropriate
- > Press releases are distributed to websites, blogs,

4.3.7 Additional Approaches to Communications

- > Business Webinars are announced on the project website, notice is emailed to stakeholders, promoted via a project's social media sites and posted on regional blogs and local organizations' websites.
- > Virtual meetings and simultaneous broadcast of meetings are often hosted via Lifesize, Zoom, GoToMeeting, Microsoft Teams and Metro's website.
- > YouTube™ videos are produced and posted to provide broad accessibility, and include news programs, transit project information, bus routes, rail services, safety and security information as well as public meetings. Information posted is often relayed in multiple languages and includes video dubbing and subtitles for some public service messages.
- > Door-to-door campaigns in various languages in both residential and business communities are employed to increase participation and access of potentially affected stakeholders.

4.3.8 Evolving Practices – All Stakeholders Including LEP, Minority, Low Income, and Individuals with Disabilities

- > Management: "Advance Team" Assignment – Staff with multilingual, cultural, historical, economic, or special community knowledge provide early input to engagement strategies partnering with technical staff on planning matters and statistical experts to design outreach approach.
- > Technology: Public Engagement Platform Development – The launch of an internet-based Interactive GeoSocial Map presents a model for enhanced public participation, allowing close examination of proposed transit projects by stakeholders living anywhere within the LA County 4,751 square miles. Users may examine various perspectives and details of routes, post comments on maps and images to be viewed by all interested parties and further shared on social media sites such as Facebook, Twitter and Instagram. This innovative informational tool, also compatible with varied phone applications, brings greater involvement and

a new level of engagement typically found through community meetings. In addition to its value as a public participation element, it also contributes as a project monitoring and tracking mechanism.

- > Online/Digital Communication for Input and Telephone Town Halls: Metro will continue to develop engaging and effective digital communication tools to maximize public input and community engagement.

4.3.9 Metro's Response to Community Engagement during COVID-19

Online Engagement and Equity: During the COVID-19 Pandemic, Metro was still working to serve all its communities and to complete its comprehensive capital construction efforts. Metro endeavored to create new engagement tools and to reach out to communities disproportionately impacted by the pandemic. These are some of the new engagement tools that Metro created and will continue to implement where possible:

- > **Off-site public participation centers** – During the pandemic, Metro was concerned about the public having access to decision makers during key project milestones. To address these concerns, Metro partnered with local cities to establish remote listening locations at local City Halls and park facilities. During the Metro Board meeting the public was able to attend these remote locations along the project corridor to share their thoughts and comments as a part of the public comment process. Computers with Zoom links were set up and assistance was provided by staff to answer questions and translate languages as needed. The process brought the project closer to equity focus communities by providing technology and staffing to assist in the engagement process.
- > **Mobile Vans** – Metro established mobile van locations during public hearings and meetings to assist the public in providing comment during Draft EIS/EIR hearings for major projects. Translation, computer assistance and questions were responded to at these locations. The vans were parked at parking lots near community

centers and parks. The events were outdoors to facilitate social distancing. The mobile vans were also procured through local community-based organizations to better facilitate community engagement.

- > **Online Virtual meetings** – As a regular practice Metro set up virtual meeting rooms utilizing ArcGIS as a platform to create meetings spaces online. The StoryMap for the virtual meeting included such things as project timeline, environmental impacts, property impacts and acquisitions and project descriptions. The virtual meeting was open for the entire comment period and comments were collected with Smart Comment and added to the overall project files.
- > **Zoom Meetings** – Metro further engaged the public for public hearings, meetings and scoping meetings by using Zoom as an online engagement program. Translation was provided utilizing Zoom's translation application which allowed simultaneous translation in as many languages as were needed. Meetings often included as many as four to five languages at the same time. Presentation materials such as PowerPoints and Fact Sheets were made available in the chat and the website in all these languages.

CHAPTER 5

Range of Public Participation Methods Employed by Metro

A range of public participation strategies, methods and tools are developed and used to engage diverse communities and create ongoing public access, participation, and input throughout the environmental process. While Metro's engagement planning begins early and continues past the environmental approval, the purpose of this section is to present specific examples of how barriers to communication are identified and addressed, engagement is strengthened, input is garnered, issues are resolved and projects are adapted to reflect the public's values.

A comprehensive public participation plan is one that provides early and ongoing access for all stakeholders, while demonstrating the principles of environmental justice and meeting the statutory obligations placed on federal recipients under Title VI non-discriminatory regulations. Through the principles and practices herein, each public outreach process engages varied stakeholders: residents, businesses, transit users, elected officials, local area industries, local organizations and others. The parameters for development of each public participation plan are based on required analytical methods, such as demographic analysis, language assessments, customer and employee surveys articulated through the Four Factor Analysis. Other considerations include the type of plan, program or service and resources available. Additionally, Metro applies further community analysis beyond LEP's Four Factors to examine linguistic, cultural, historic, economic and social barriers that may prevent stakeholders from participating in the public decision-making process.

Once the public process has been initiated, continual adjustments are made to improve outreach, deliver information, and encourage participation. Targeted measures are customized to relay project design or respond to community issues, to facilitate discussion on determined disproportionate/disparate impacts or to expand and balance participation among stakeholders. Project updates are provided on a continuum via *metro.net*, social media and multi-language print venues, including localized community network bulletins and newspapers to promote further vetting at a grassroots level.

Community Engagement Methods Toolbox:

- > U.S. Mail
- > Agency-owned Monitors Located at Metro Stations
- > Blogs
- > Business Outreach
- > Community Event Booths
- > Community Leadership Councils
- > Community Update Meetings
- > Display Ads
- > Door-to-door Campaigns
- > Email distribution
- > Education/Training
- > Flyers
- > Government Relations
- > Information Telephone Lines
- > Legislative Briefings
- > Live Interviews
- > Live Webcasts
- > Local Advisory Committees
- > Media Relations
- > Newsletters
- > Nextdoor
- > One-on-one
- > Paid Media Advertisements
- > Postal Mail
- > Public Hearings
- > Social Media
- > Stakeholder Briefings
- > Stakeholder Meetings
- > Surveys
- > Take-ones
- > Technical Advisory Committees
- > Telephone Town Halls
- > Tours of Construction Areas, Project Alignments
- > Virtual/Hybrid Meetings
- > Web Advertising
- > Websites
- > Stakeholder Working Groups
- > YouTube Videos

CHAPTER 6

Public Participation Case Studies

The following Public Participation Plan examples summarize customized engagement, mitigating and removing communication barriers, promoting participation and input, resolving issues and delivering meaningful participation.

- > 5th & 6th Streets Improvement Project
- > Purple (D Line) Extension Transit Project, Section 3
- > Vermont Transit Corridor Project
- > Community Conversations Program

Given the large geographic reach of each of these projects, the Public Participation Plan provided a range of measures to promote inclusive and meaningful involvement. The full description of each mentioned project's Public Participation Plan can be provided upon request or referred to in Metro's Title VI Triennial Program Update.

The four cases below illustrate customized outreach elements designed to respond to a community's specific concern or request, advance communication and participation within low-income, limited English proficiency and/or communities of color, expand and balance participation among diverse stakeholders, provide a heightened and ongoing communication system between interested parties, identify and address issues of greatest impact or concern and expand benefits to project-adjacent communities through dialog.

6.1 5th Street/6th Street Improvement Project

In July 2019, the Metro Board of Directors approved Motion 22.1 (NextGen Bus Speed Engineering Working Group) as part of the NextGen Service Concept. This motion directed staff to develop a list of priority bus supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that could be implemented concurrently with each phase of NextGen. The 5th Street/6th Street Improvement Project in downtown Los Angeles was the first of these projects to be implemented and included installation of dedicated bus lanes and protected bike lanes on 5th Street and 6th Street, between Flower Street and Central Avenue.

Metro's Operations and Countywide Initiatives unit within Community Relations began strategizing the communications plan and tactics in February 2020 and initiated coordination efforts with the Los Angeles Mayor's Office and the Los Angeles Department of Transportation (LADOT). Metro staff coordinated closely with Los Angeles City Council District 14 to understand the specific stakeholders and businesses that should be targeted for outreach, as well as identify what their concerns were likely to be. Metro staff also worked closely with StreetsLA, the City of Los Angeles Department responsible for maintaining and renewing the city street network, to coordinate their scheduled repaving effort with the installation of this project.

After a careful review of the potential benefits and challenges of the project, Community Relations staff developed a comprehensive outreach and engagement strategy. The outreach and engagement strategy utilized an equity-based assessment of the project and identified potential impacts to key stakeholders including businesses, residents/residential properties, and homeless service providers in the area. Direct engagement with key stakeholders was key to understanding both the needs and concerns of the broader community as it relates to bus service. Multiple engagement methods were used including:

- > Surveying businesses on 5th Street and 6th Street to fully understand the types of businesses and services being offered along these corridors.
- > Conducting virtual meetings and presentations to key stakeholders including Business Improvement Districts (BIDs), neighborhood councils, homeless services providers, property management groups and residential associations.
- > Distributing a mailer describing the project and timeline to every registered business, residence and property owner in the project area.
- > Conducting flyer drops on vehicles parked along the corridors to ensure ample noticing to businesses, residents, employees, and customers, as well as those who routinely park along these streets.
- > Engaging with 5th Street/6th Street bus riders post-implementation via bilingual (English/Spanish) questionnaires and video-recorded interviews to gather feedback on the customer experience and the effect these bus priority lanes had on their trip times.

Results

The project was successfully installed in early August 2020. As part of the post-implementation engagement strategy, Community Relations staff developed a bilingual "How to Use the New Lanes" handout to educate residents, businesses and visitors to the area on safety and the new rules of the road. When issues arose related to people parking and leaving bulky items and debris in the bus priority lanes, Community Relations staff developed a "Help Keep the Bus and Bike Lanes Clear" bilingual handout and coordinated distribution with key stakeholder groups in the area including the BIDs, property management groups and homeless services providers. Metro operates roughly a dozen bus lines on 5th Street and 6th Street resulting in over 95,000 boardings per weekday (pre-COVID). This project provides significant equity benefits for bus riders along these corridors: 85% of these riders do not own or have access to a car and rely on Metro bus service; 88% are people of color; and 55% are below the poverty line (data from the Fall 2019 Customer Survey).

6.2 Purple (D Line) Extension Transit Project, Section 3

The last section of the Purple (D Line) Extension Transit Project, Section 3, will add 2.56 miles of new rail to Metro's Rail system and connect downtown Los Angeles to the Westside. Two new stations, Westwood/UCLA and Westwood/VA Hospital, will also be constructed along Wilshire Bl. These new stations will provide patrons easy access to the Westwood Medical Center, Hammer Museum, UCLA campus and the surrounding Westwood Village as well as access to administrators, patients and visitors of the West LA VA Medical Center. Section 3 is fully funded and received a Full Funding Grant Agreement (FFGA) from the Federal Transit Administration (FTA) in 2020.

Recognizing that this project area encompasses many stakeholders, community engagement went beyond reaching general stakeholder groups and it targeted select stakeholders that have a special interest in the construction of Section 3 stations.

6.2.1 Customized Approach

For the Westwood/UCLA Station, select stakeholders include UCLA, The Geffen Academy, The Muller Co. (owner of the Westwood Medical Plaza) and the Westwood Business Improvement District (BID). For the Westwood/VA Hospital Station, select stakeholders are the administrators, patients, and visitors of the West LA VA Medical Center. Another select group of stakeholders are bus riding patrons who rely heavily on bus services to travel to and from the westside.

Westwood

Many transit riders work, play or attend school in West LA or Westwood and do not live on the westside, and are often exclusively dependent upon public transportation. Riders who regularly take buses to and from the westside include people who do not have drivers' licenses, people with impairments or disabilities, people who cannot afford to own personal vehicles and people who simply do not want to own or drive a car.

Understanding the diverse impacts that access to public transportation can have on bus riding commuters, Metro committed to maintaining bus service levels in West LA and Westwood during construction of the two Section 3 Purple Line Extension stations. Metro understands that maintaining current bus service levels is crucial for providing riders access to westside employment centers, healthcare facilities and educational institutions.

To ensure that bus service levels were maintained during construction, Metro coordinated a series of in-person bus stop relocation meetings with 13 area municipal and regional bus lines that provide service to West LA and Westwood.

The in-person meetings were held at UCLA's on-campus transportation offices. However, after COVID-19 social restrictions were implemented, Metro transitioned from coordinating in-person meetings for the bus agencies to hosting virtual meetings instead.

Metro hosted virtual meetings for the bus agencies and facilitated the relocation of some bus stops out of construction zones while maintaining overall bus service levels. The coordinated effort demonstrated Metro's commitment to maintaining bus service levels so that bus riding stakeholders would not be unfairly disadvantaged due to service reductions.

West LA VA Hospital Campus

The future Westwood/VA Hospital station will be located across the West LA VA Hospital, on the corner of Wilshire Bl and Bonsall Ave. Construction activities required Metro and its contractors to work in the hospital's main parking lot. To mitigate the parking changes, Metro partnered with VA leadership to provide free valet service for patients, as well as a free 24/7 shuttle service for hospital staff.

Construction plans also require work on Bonsall Av, the main street used for hospital access from Wilshire Bl and the north side of the VA campus. Coordination with Metro, both contractors, LA County, Department of Transportation (DOT), and the local bus agencies, allowed the project to develop a plan that would benefit the VA Hospital community as well as the work schedule. To maintain hospital access, the contractors agreed to work nights and weekends, outside of the hospital's busiest hours.

Weekly notices were sent to the veteran and hospital community, informing them of upcoming work. Piling activities on Bonsall Ave was done without any issues. Metro will work with VA leadership again to ensure a smooth process for decking across Bonsall Ave.

6.3 Vermont Transit Corridor Project

In planning for the project, in alignment with the CBO Partnering Strategy Recommendations, Metro has developed a community-based planning approach to better engage the diverse Vermont Avenue corridor stakeholders on defining the “Project,” prior to initiating the official environmental review process in accordance with the California Environmental Quality Act (CEQA).

Vermont Avenue carries the highest ridership numbers systemwide for north-south travel. The corridor that will play a significant role during the 2028 Olympic and Paralympic Games, as it provides key access to Olympic hubs such as the Los Angeles Memorial Coliseum, USC, The Forum, Los Angeles City College, among others. Further, the entire corridor serves Equity Focus Communities that require tailored engagement activities to ensure their participation and feedback in the planning of this project. As such, a community-based planning approach for the Vermont Transit Corridor will define the project’s mode (bus, light rail, or heavy rail) and overall transit improvements for this high demand transit corridor.

6.3.1 Customized Approach

Formation of a Community Partnership Program to Elicit Seldom Heard Stakeholders Engaged in Sharing a Transit Vision for Vermont

The highlight of the community-based planning approach is Metro’s commitment to partner with community-based, faith-based, arts and cultural-based organizations (Community Based Partners – CBPs) to deliver a comprehensive engagement program that focuses on involving seldom heard audiences. CBPs are compensated by Metro and are contractor professional/technical members involved in the planning process.

The CBP program has allowed Metro staff to reach community members who speak only Spanish, Armenian and Korean as well as unsheltered individuals and those with health and mental disabilities. Through the CBPs, Metro staff has engaged with these diverse stakeholders, reaching them at faith-based centers, homeless shelters, health services facilities, schools and other similar types of locations. These efforts have increased participation of marginalized community members – many of which identify as Black, Indigenous, People of Color (BIPOC).

Results

Since December 2022 – May 2022, the Vermont Transit Corridor Project CBP Program has:

- > Reached more than 3,000 stakeholders along the corridor.
- > Partnered with 13 community organizations to implement the program.
- > Facilitated various community events, meetings and presentations.
- > Held nine (9) public opinion focus groups, engaging with 72 participants that provided their thoughts to help shape the transit vision of Vermont Avenue.
- > Conducted a public opinion survey asking participants to share their transit vision for Vermont Avenue that resulted in receiving responses from many stakeholders.

Metro has received overwhelmingly positive feedback from Community Based Partners and stakeholders have been genuinely involved in the dialogue about the importance of transit improvements along Vermont for the short-, medium- and long-term.

6.4 Community Conversations Program

In the Summer of 2019, in response to the COVID-19 pandemic where state and local guidelines were enforced to stay at home and social distance, Metro moved many of its traditional methods of in-person community outreach and engagement online. Metro recognized the need to come up with innovative ways to continue reaching communities countywide and therefore created a new program called Community Conversations.

6.4.1 Customized Approach

Formation of a Virtual Community Partnership Program to Highlight Communities Countywide

Led by the Local Government and Community Partnerships (LGCP) unit, Community Conversations is a public webinar series where Metro invites community leaders from historically disadvantaged communities in Los Angeles County to share stories and knowledge about their local activism and community engagement related to culture and arts, neighborhood history, education, environment, housing, environmental justice, business, transportation and youth engagement. Since its inception, the program has evolved into a regular outreach tool to engage stakeholders and further develop partnerships with communities countywide.

Community Conversations is an authentic space for elevating community-led stories and building relationships with stakeholders, thereby achieving the Equity Platform Framework’s “Listen and Learn” pillar and Vision 2028’s goal 3.3: “Metro is committed to genuine public and community engagement to achieve better mobility outcomes for the people of LA County.” The resulting relationship-building with stakeholders contributes to Metro’s future success in engaging communities about projects, programs, and initiatives, the hallmark of Metro’s 2019 Public Participation Plan.

Results

In FY21, LGCP hosted eight events featuring thirteen organizations and community leaders, with over 1,200 attendees. The program now has a sustained following and Metro’s YouTube channel houses a video archive as a resource for the public and staff.

These conversations included:

- > **Chinatown:** “Why I Love Chinatown”. Guest Speaker Eugene Moy (Chinese Historical Society/Activist)
- > **Little Tokyo:** “Spirit of the 60s & 70s: A Snapshot of the Asian American Movement”. Guest Speaker Miya Iwataki (Little Tokyo Historical Society/Activist)
- > **South Los Angeles:** “Histories, Triumphs, and Challenges: Stories from our South LA”. Guest speakers Nourbese Flint (Black Women for Wellness & Action project), Corey Matthews (Community Coalition), Dr. Michael Fisher (Greater Zion Church)
- > **San Fernando Valley:** “Mainstreet San Fernando Valley: Sustainable Economic Futures”. Guest Speaker Sonya Kay Blake (Valley Economic Alliance)
- > **Tongva:** “Our Journey to Visibility: Tongva Representation in Public Art”. Guest Speaker Julia Bogany
- > **Earth Month Special:** “Community Conversations with Friends of LA River, Las Fotos Project, and TreePeople”. Guest Speakers Liliana Griego (Friends of LA River), Lucia Torres (Las Fotos Project), Ariel Lew Ai Le Whitson (Tree People)
- > **Boyle Heights:** “Mi Centro es Tu Centro: A Place of Pride for Boyle Heights”. Guest Speakers Alan Acosta (Los Angeles LGBT Center), Jo Cerda (Los Angeles LGBT Center), Eddie Martinez (Mi Centro & Latino Equality Alliance)

Metro has received overwhelmingly positive feedback from attendees – people share their gratitude, affirm the importance of this programming and have made meaningful connections with community leaders.

CHAPTER 7

Public Engagement Measures and Objectives

In LA County, an immense service area encompassing 10 million residents, the responsiveness of the public transit system to public opinion is essential to the sustainability of the system. To meet the needs and expectations of residents and stakeholders, Metro's plan must be monitored, fine-tuned and adjusted.

The plan has been developed utilizing a wide range of analytical tools, data sources – including the Four Factor Analysis – culturally- and community-informed human resources, social media, partnerships with community-based organizations and institutions, including government, engagement of area businesses and informed and applied outreach practices.

Metro's metric for monitoring and tracking public engagement and participation in projects, programs and service changes, is based on and evaluated concurrently at four levels:

- > Metro's Community Relations Team management, which convenes weekly to assess the methods employed and provide assessment and approval of reasoned adjustments in countywide outreach, based on updated community input, staff experiences, desires and concerns of transit stakeholders, participation levels, new project information and issues to be conveyed.
- > The project team is comprised of staff who are vested in grassroots community engagement and who solicit, receive and record input as the public process is initiated. This recordkeeping and observation of community engagement provide insight to short-term adjustments and informs long-term strategic planning.
- > Comments from social media messaging can be assessed on a virtually daily basis through web analytics.
- > To continually provide excellence in service and support for all Metro customers, including people with Limited English Proficiency, Metro surveys its customers twice a year in English and Spanish, and maintains a website with survey results in the seven other languages identified in Metro's Limited English Proficiency Plan Four Factor Analysis. Metro assesses the languages spoken in the communities of interest at the outset of environmental planning studies for new projects. For public meetings, Metro often provides translation into Spanish or other languages known to be prevalent in the community where the meeting is occurring. The agency also provides translation into other languages at meetings if the request is received at least three working days (72 hours) prior to the meeting. Meeting notices provide basic information for how to request this translation.

In addition, under Title VI reporting measures and LEP Plan updates, the public is surveyed through various methods on Metro's public engagement measures and objectives. These were considered in developing this Plan model.

The previously presented best practice project examples are perhaps the most compelling measure of meaningful access: projects that carry the impression of community comment through program design.

CHAPTER 8

Conclusion

This plan must, first and foremost, be accountable to the public. This plan ensures that no person shall on the grounds of race, color, national origin, sex, disability, age, or any other protected category described by state or federal law be excluded from participation in, be denied the benefits of or be otherwise subjected to discrimination under any Metro programs or activities. This plan has been assembled to capture the methods, innovations and measurements representative of the agency's commitment to meet and exceed the prescribed requirements as a recipient of public investment, Title VI regulations, FTA Circular instructions in consideration of Environmental Justice, FHWA requirements, and on behalf of Limited English Proficient, low-income and minority communities and individuals with disabilities.

Resources

Mailing Address

Metro
One Gateway Plaza, 99-13-1
Los Angeles, CA 90012-2952

Contact Us

Transit Information
323 GO METRO (323 466 3876)

Metro Community Relations
communityrelations@metro.net

Metro Customer Care
customerrelations@metro.net

Metro Media Relations
mediarelations@metro.net

Social Media

 [@losangelesmetro/](#)

 [@metrolosangeles](#)

 [@metrolaalerts](#)

 [@metrolosangeles](#)

 [losangelesmetro](#)

Additional Languages and ADA Accommodations

Additional languages and ADA accommodations, such as large print and Braille, will be provided upon request with at least three working days' (72 hours) notice.

 **323.466.3876**

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

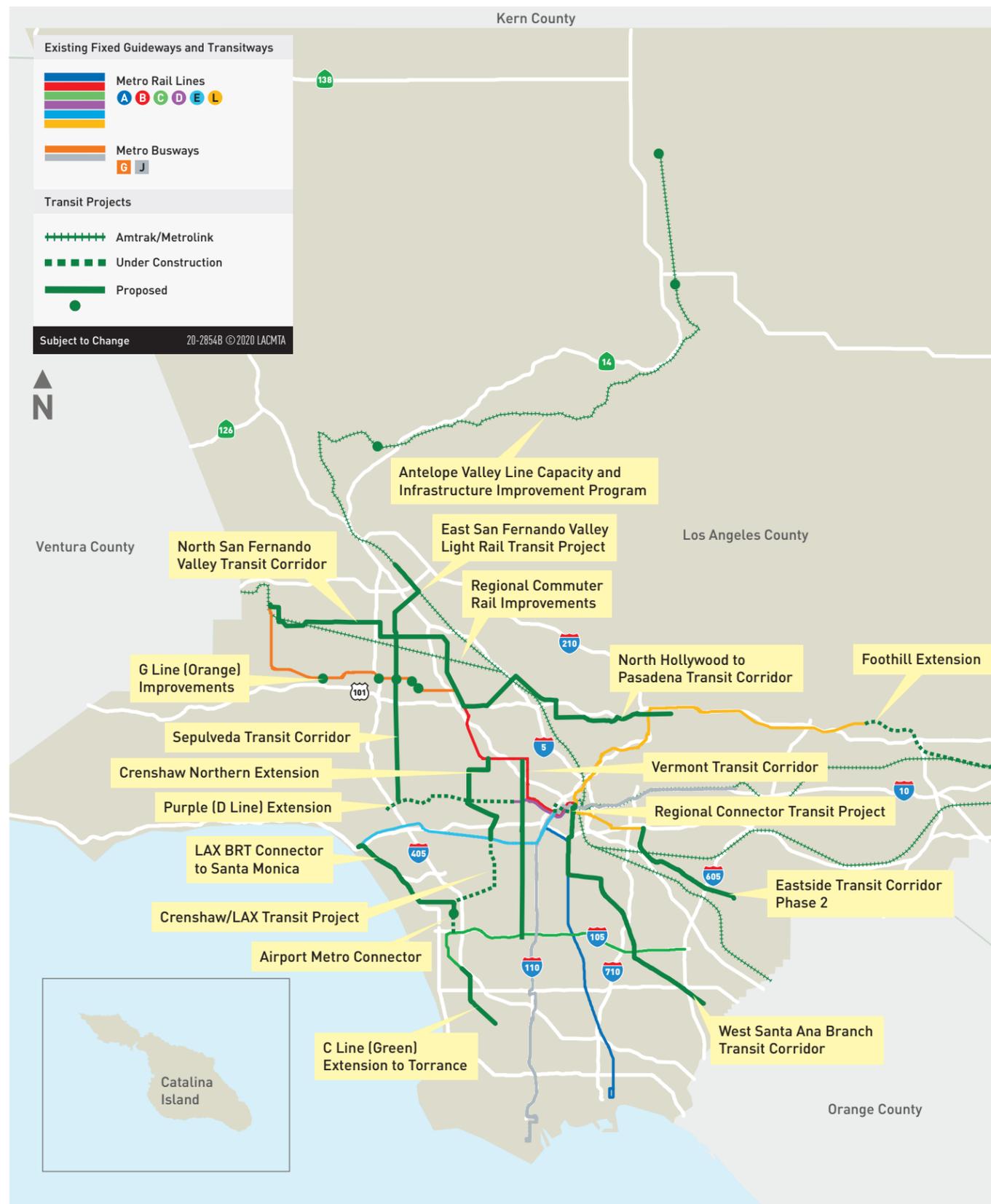
x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

PLANNED TRANSIT PROJECTS



PLANNED HIGHWAY PROJECTS



Stakeholder Database

LA County Stakeholders are an important part of Metro’s network. They include everyone from our riders to businesses, housing advocates, education institutions, environmental groups, faith and community-based organizations. The information includes a general overview of the types of stakeholders Metro works with on projects, programs and initiatives.

- > Active Transportation Stakeholders (including Bicycle and Pedestrian)
- > Advertising Firms
- > Advocacy Organizations
- > Airports (including Hollywood Burbank, John Wayne, Long Beach, Los Angeles World, Santa Monica and Van Nuys Airports)
- > Braille Institute
- > Business Improvement Districts
- > Business Organizations (including Valley Industry Alliance, Valley Industry and Commerce Association and Central City Association)
- > Carpoolers and Vanpoolers
- > Chambers of Commerce
- > Citizens Advisory Committees
- > City and County Commissions, including commissions on disabilities
- > City and County Staff throughout the 88 cities and unincorporated areas of LA County (including City Managers, City Planning and Public Works Departments)
- > City Planning Associations
- > Civic Clubs (including Rotary and Kiwanis)
- > Commercial Bus, Taxi, and Car Share Services, Car Rental Agencies and Transportation Network Companies (including Uber and Lyft)
- > Community Advisory Groups
- > Community Fairs and Festivals
- > Community Food Banks and Pantries
- > Community Leadership Councils
- > Community-based and Nonprofit Organizations
- > Constituents/Residents (Members of the General Public)
- > Councils of Government (including Arroyo Verdugo, Gateway Cities, North County Transportation Coalition, Las Virgenes-Malibu, San Fernando Valley, San Gabriel Valley, South Bay Cities and Westside Cities) and Southern California Association of Governments
- > Cultural/Arts Organizations
- > Developers/Real Estate Firms
- > Educational Institutions (including K-12, Higher Ed, Trade Schools and Apprenticeship Programs) and School Bus Services
- > Employee Transportation Coordinators
- > Energy Industry
- > Entertainment Industry and Major Entertainment Venues
- > Environmental Justice Advocates
- > Environmental Organizations and Conservancy Groups (Air, Soil and Water Quality and Remediation)
- > Farmers Markets
- > Federal, State, and Local Elected Officials and Staff (including Senators, Members of Congress, State Senators and Assemblymembers, County Supervisors, Mayors and City Councilmembers representing the 88 cities and unincorporated areas of LA County)
- > Financial Institutions
- > Foundations
- > Government Agencies (including General Services Administration)
- > Healthcare Industry/Hospitals and Medical Institutions
- > Homeowners Associations and Block Clubs
- > Community/Neighborhood Watch Groups
- > Hospitality Industry (including LA Tourism and Convention Board, tourist and visitor centers)
- > Independent Living Councils
- > LA County Economic Development Corporation
- > LA River Advocates and Organizations
- > Labor Organizations (including Unions, Project Labor Agreement Stakeholders)
- > Law Enforcement Sector and Public Safety Organizations (including California Highway Patrol, LA Sheriff’s Department Transit Services Bureau, and Police and Fire Departments through LA County)
- > League of Cities
- > Legal Sector
- > Logistics Firms (including Delivery Services and United States Parcel Services)
- > LA County Economic Development Corporation
- > Media, Blogs and Social Media Outlets
- > Metro Local Service Councils, Citizens Advisory Council, and Other Advisory Committees (including the Accessibility Advisory Committee, Blue Ribbon Committee, Technical Advisory Committee and Subcommittees, Measure R Oversight Committee, Policy Advisory Council and Transportation Business Advisory Council)
- > Native American Tribal Organizations
- > Neighborhood and Town Councils
- > Office of the Inspector General
- > Parks and Recreation Groups
- > Ports (including California Association of Port Authorities, Ports of Los Angeles and Long Beach and San Pedro Cruise Ports)
- > Professional Organizations
- > Public Libraries
- > Regional Centers (for individuals with developmental disabilities and their families)
- > Rail Companies and Agencies (including Amtrak, BNSF, High Speed Rail and Metrolink)
- > Religious Organizations and Faith-Based Institutions
- > School Districts and other Academic Institutions
- > Senior Centers
- > Social Service Agencies
- > Stakeholder Working Groups and Outreach
- > Advisory Committees
- > Trade Associations
- > Transit Advocates (including Bus Riders Union)
- > Transit Agencies and Providers
- > Transportation Agencies and Advocates (including AAA)
- > Trucking Associations
- > Vendors, Consultants and Contractors
- > Veterans Administration
- > WorkSource Centers

Database of Media

MAJOR DAILIES / GENERAL MARKET / WIRE SERVICES

LA Times-Full Run
 Southern California News Group: Long Beach Press-Telegram, Daily Breeze, San Gabriel Valley Tribune, Pasadena Star News, Whittier Daily News, Los Angeles Daily News, The Press-Enterprise, The San Bernardino Sun
 City News Service
 Associated Press
 Reuters
 UPI
 Bloomberg News
 New York Times
 Daily Journal
 EFE (Spanish Language News Group)
 Notimex

WESTSIDE CENTRAL / DOWNTOWN

The Malibu Times
 Santa Monica Mirror
 Santa Monica Daily Press
 Beverly Hills Courier
 Beverly Hills Patch
 Beverly Hills Weekly
 Los Angeles Independent
 Los Angeles Wave: Culver City Star and The Westsider
 Park La Brea News/Beverly Press
 L. A. Downtown News
 The Argonaut
 Culver City News/Blue Pacific
 Culver City Observer Group: Culver City Observer, Santa Monica Observer
 Inglewood Today Weekly
 Our Weekly LA
 L.A. Business Journal
 Pacific Palisades Patch

Westwood/Century City Patch
 Beach Reporter
 UCLA Daily Bruin
 WEHO Times
 Brentwood News
 L.A. Weekly
 Watts Times
 Larchmont Chronicle
 Random Length News

SAN FERNANDO VALLEY

Daily News
 Valley News Group
 Includes Warner Center News, Valley Vantage
 SVF Sun\El Sol
 The Tolucan Times
 Chatsworth Patch
 Encino Patch
 San Fernando Valley Business Journal
 Glendale News Press – Los Angeles Times
 Santa Clarita Signal
 Toluca Times
 Van Nuys Press

SAN GABRIEL VALLEY

San Gabriel Valley Tribune
 Eastern Group Publications
 Pasadena Weekly
 Beacon Media Full Group: Pasadena Independent, Arcadia Weekly, Monrovia Weekly, San Gabriel Sun, Sierra Madre Weekly, Temple City Tribune, Azusa Beacon, Duarte Dispatch, El Monte Reader, Rosemead Reader
 The Outlooks: La Canada Flintridge Outlook and Pasadena Outlook
 Mid Valley News
 East L.A. Times
 South Pasadena Review
 South Pasadena Patch

Whittier Daily News
 Alhambra Source
 San Marino Patch
 China Press
 Chinese Daily News

SOUTH BAY

Torrance Daily Breeze
 Beach Reporter
 PV Peninsula News
 Herald Pubs Group: El Segundo Herald, Torrance Tribune, Hawthorne Press Tribune, Inglewood News, Lawndale Tribune.
 Easy Reader
 Gardena Valley News
 Inglewood Today
 Inglewood News
 Morningside Park Chronicle
 California Crusader
 Long Beach Post
 L.A. Focus

GATEWAY CITIES

Long Beach Press Telegram
 Los Angeles Wave Publications Group: Downey Patriot
 The Bulletin
 Hews Media Group: Los Cerritos Community News, La Mirada Lamplighter
 Gazette Newspapers: Grunion Gazette
 Signal Tribune (Signal Hill)

AFRICAN-AMERICAN

L.A. Watts Times
 Los Angeles Sentinel
 Inglewood Today

SPANISH

La Opinión
 Impacto USA
 Hoy
 Día a Día
 Voz Libre
 CNN Latino
 CNN Espanol
 Vida Nueva

ASIAN/OTHER

World Journal Nws
 Sing Tao Daily
 The Korea Daily
 The Korea Times
 The Rafu Shimpo
 Sereechai News Inc.
 Asbarez Armenian Daily Newspaper
 Nor Gyank
 Philippine Media
 Asian Journal Pub, Inc.
 Asian Pacific News
 Panorama
 Asian Pacific News
 Jewish Journal
 Epoch Times
 International Daily News
 Japanese Daily Sun

MAJOR TELEVISION STATIONS/CABLE

KCBS/KCAL 2/9
 KNBC 4
 KTLA 5
 KABC 7
 KTTV 11
 KMEX 34
 KTAN & LA 18
 KWHY 22
 KVEA 52

KAZA 54
 KBS 24
 KRCA 62
 LA City View 35
 ETTV America (Chinese)
 Skylink TV
 Crown City News
 CNN
 KCET
 Time Warner Cable
 Asahi TV
 Annenberg TV News
 MBC
 NTDTV
 TVKZU
 Telemundo
 Univision

MAJOR RADIO STATIONS

KNX
 KFWB
 KFI
 KCRW
 KPCC
 KPFK
 KROQ
 KABC Radio
 KWKW Radio
 Metro Networks
 Radio Exitos
 Univision Radio
 KCSN
 National Public Radio
 Voice of America
 Radio Korea
 Radio Manila
 Radio Seoul

BLOGS

L.A. Streetsblog
 Curbed L.A.
 Laist.com
 DowntownLA.com
 The Source
 El Pasajero
 Latinola.com
 USC Neon Tommy
 Huffington Post
 L.A. Observed
 Planetizen
 Transit Coalition
 Metroped.net
 Latino California
 The Eastsider

TRADES

Passenger Transport
 Fleets and Fuels
 Engineering News Record
 Mass Transit
 Metro Magazine
 Builders & Developers
 Building Trade News



 Metro
One Gateway Plaza
Los Angeles, CA 90012-2952

 323.GO.METRO
 @metrolosangeles

 losangelesmetro

 @metrolosangeles

 losangelesmetro

Metro Community Relations
 communityrelations@metro.net

Metro Customer Care
 customerrelations@metro.net

Metro Media Relations
 mediarelations@metro.net



Los Angeles County
Metropolitan Transportation Authority