



Metro

July 14, 2010

Karen Governor
Title VI Program
California Department of Transportation
1823 14th Street
Sacramento, CA 95811

Transmitted via E-Mail to Karen_Governor@dot.ca.gov

Dear Ms. Governor:

Please find attached Los Angeles County Metropolitan Transportation Authority's response to California Department of Transportation's questionnaires regarding the Los Angeles County Metropolitan Transportation Authority's compliance with ADA, DBE and Title VI program requirements.

Don Ott, Executive Officer Administration and Steve Jaffe, Finance Manager will be available to assist you should you require any additional information or clarification.

They be reached at: Don Ott
 ottd@metro.net
 213-9228864

Steve Jaffe
jaffes@metro.net
213-922-6284

We look forward to hosting you during your August 23-26, 2010 on-site review.

Sincerely,

Arthur T. Leahy
Chief Executive Officer

c: Don Ott, Executive Officer Administration
 Steve Jaffe, Finance Manager

**Los Angeles County
Metropolitan Transportation Authority**

**Response to
California Department of Transportation
Questionnaire**

- **ADA Program Compliance Review**
- **DBE Program Compliance Review**
- **Title VI Program Compliance Review**



California Department of Transportation
ADA , DBE & Title VI Compliance Review

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Major Functional Areas

Major Function	Chief	Title	Phone Number
Executive Office	Arthur T. Leahy	Chief Executive Officer	213-922-6888
	Paul C. Taylor	Deputy Chief Executive Officer	213-922-3838
	Patricia Soto	Administrative Director, Office of the CEO	213-92207273
Operations	Lonnie Mitchell	Chief Operations Officer	213-922-1010
Countywide Planning	Martha Welborne	Executive Director, Countywide Planning	213-922-7267
Construction Project Management	Krishniah Murthy	Deputy Chief Capital Management Officer	213-922-3084
Highway Capital Management	Doug Failing	Executive Director, Highway Programs	213-922-xxxx
Administrative Services	Michelle Caldwell	Chief Administrative Services Officer (Int)	213-922-2452
Communications	Mathew Raymond	Chief Communications Officer	213-922-7355
Economic Development	Roger Moliere	Chief, Real Property Mgmt. & Development	213-922-2225
Financial Services	Terry Matsumoto	Chief Financial Services Officer & Treasurer	213-922-2473
Management Audit Services	Ruthe Holden	Chief Auditor	213-922-1031
Reporting to the Board of Directors			
• Board Secretary	Michelle Jackson	Board Secretary	213-922-4605
• County Counsel	Charles Safer	Assistant County Counsel	213-922-2523
• Inspector General	Karen Gorman	Inspector General (Int)	213-922-2975
• Ethics Office	Karen Gorman	Chief Ethics Officer	213-922-2975

California Department of Transportation
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Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 1		Inquiry: What office or section within Los Angeles County Metropolitan Transportation Authority (LACMTA) has the lead responsibility for ADA compliance?	
Response: Title: ADA Compliance Administrator Office: Executive Office, Human Services, ADA Compliance Unit Business Unit: Administrative Services			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 2		Inquiry: Identify the LACMTA 504/ADA Coordinator	
Response: Chip Hazen, ADA Compliance Administrator			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	Phone Number: 213-922-2404
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 3		Inquiry: Provide a copy of LACMTA's internal grievance procedure that allows for quick and prompt solutions for any complaints based on alleged noncompliance with 504/ADA. (Note: "Grievance procedure" refers to a process for external complaints.)	
Response: The Internal Complaint Processing Procedure (Attachment #1) provides guidelines to the Office of Equal Employment Opportunity staff for filing, processing, and investigating complaints of discriminations which include complaints filed by LACMTA employees and applicants with disabilities.			
Name of Person Responding: Lucille Coleman		Job Title: Manager Equal Employment Opportunity Programs	Phone Number: (213) 922-2634
Attachment(s): EEO Internal Complaint Process (EO-4)			



Los Angeles County
Metropolitan Transportation Authority

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**EQUAL EMPLOYMENT OPPORTUNITY
Internal Complaint Process**

(EO 4)

POLICY STATEMENT

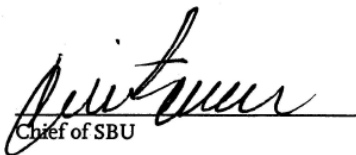
The Los Angeles County Metropolitan Transportation Authority and the Public Transportation Services Corporation, collectively referred to as "LACMTA," are committed to equal employment opportunity and seek to maintain an environment that values diversity and in which all employees are free from discrimination and harassment. LACMTA's internal complaint procedure was established to promptly investigate and resolve allegations of discrimination or harassment and to provide a mechanism through which it can identify, respond to, prevent, and eliminate incidents of discrimination and harassment.

PURPOSE

The purpose of this policy is to establish the procedures for filing, investigating and resolving internal complaints of discriminatory employment practices.

APPLICATION


This policy applies to all LACMTA employees. If a procedural conflict occurs between this policy and the collective bargaining agreement, the collective bargaining agreement will prevail.



Chief of SBU



APPROVED: County Counsel or N/A



ADOPTED: CEO

Effective Date: 11-17-2009



Los Angeles County
Metropolitan Transportation Authority

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EQUAL EMPLOYMENT OPPORTUNITY Internal Complaint Process

(EO 4)

1.0 GENERAL

The LACMTA Equal Opportunity Unit (EEO) investigates alleged violations of LACMTA policies on harassment and discrimination. If an employee believes he or she has been harassed or discriminated against, the employee may file a complaint to inform LACMTA management of the alleged violation of EEO's Discrimination/Harassment Policy (EO 3).

2.0 PROCEDURES

Any person who believes that he or she may have been discriminated against on the basis of race, color, religious creed, national origin, sex, age (40 and over), or physical disability, ancestry, mental disability, certain medical conditions (including cancer), marital status, sexual orientation, gender identity, veteran status, or any other status protected by applicable federal or state statutes including the Family and Medical Leave Act, the Pregnancy Discrimination Act, and related statutes, may file a complaint with LACMTA's Equal Employment Opportunity (EEO) Unit.

2.1 Complaint Process

Employees should notify the EEO Programs Manager in the Diversity and Economic Opportunity Department (DEOD) as soon as they believe they have been harassed or discriminated against. It is important for any complaint to be investigated as soon as possible. After being notified of a complaint, the EEO Programs Manager will schedule an appointment for the employee to meet with an EEO Investigator.

At the meeting with the EEO Investigator, the employee who filed the complaint (complainant) will complete an "Intake Form." If the EEO Programs Manager determines that sufficient grounds exist for filing a formal written complaint, the complainant may file a formal written complaint with the EEO Unit.

A formal complaint should include the following information:

- complainant's name, address, telephone number, and badge number;
- a detailed description of the alleged discrimination, including date(s) and time(s) the action(s) occurred;
- identification of any witnesses who saw, heard or knew of the alleged harassment or discrimination; and
- documents that support the allegations.



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EQUAL EMPLOYMENT OPPORTUNITY Internal Complaint Process

(EO 4)

A complainant may submit additional information or documents during the investigation process.

2.2 Subsequent Complaints and Amended Charges

A complainant may submit a Discrimination Complaint Form for any subsequent complaint or amended charge. Amended charges can also be submitted by email or other written format. The EEO Manager will review each subsequent complaint or amendment to determine whether the subsequent complaint should be incorporated into the original complaint or should be processed as a separate complaint.

2.3 Investigation Process

The EEO investigation process includes:

- notice to the complainant acknowledging acceptance of the complaint and providing the name of the investigator assigned to the case;
- notice to person accused of harassment or discrimination (respondent) to provide him or her with an opportunity to respond to the allegation(s); and
- interviews with witnesses and others who can help the EEO Investigator research the facts alleged in the complaint.

LACMTA's EEO Unit investigates every case in a consistent and timely manner. The EEO Unit Investigator prepares a report of the findings of the investigation that includes a recommendation regarding resolution of the complaint. The EEO Programs Manager and County Counsel review the Investigator's report and recommendation. After final review, the EEO Programs Manager sends a closing letter to the complainant, respondent, and the respondent's Department Head.

In cases of a "Merit" finding, the Department Head determines the disciplinary action to be administered after consultation with the EEO Programs Manager. The Department Head must provide the EEO Programs Manager with a written confirmation of discipline no later than ten days after the disciplinary action has been taken.



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EQUAL EMPLOYMENT OPPORTUNITY Internal Complaint Process

(EO 4)

If the investigation fails to find sufficient evidence to support the complainant's allegations, the findings will show "No Merit." After final review of "No Merit" findings by the EEO Programs Manager and County Counsel, the complainant and respondent are notified. If the complainant accepts the findings the matter is closed. However, the complainant may appeal the "No Merit" finding. The appeal must be made within 20 working days of the date of the findings notification letter. The appeal should be made to the Office of the Chief Executive Officer (CEO). The CEO's decision will be final.

At any time during the complaint process, complainants should promptly notify the EEO Programs Manager in writing if they:

- decide to withdraw the complaint;
- file a lawsuit against LACMTA or its employees; or
- change their address, telephone number, or other contact information.

If a complainant fails to respond to communications from the EEO Unit after two written requests, the complaint may be closed for failure to cooperate.

Complainant has a right to consult or file a complaint with the State of California's Department of Fair Employment and Housing (DFEH), the Federal Equal Employment Opportunity Commission (EEOC), the Federal Transit Administration (FTA), and the Department of Transportation (DOT). If an employee files a complaint with an outside agency, a formal conciliation conference may be scheduled with the EEO Unit, County Counsel, and the outside agency.

2.4 Retaliation

LACMTA's EEO Discrimination/Harassment Policy (EO 3) prohibits retaliation against complainants or any person who provides information during the investigation. If any employee believes he or she has been retaliated against, the EEO Programs Manager should be contacted immediately.

A LACMTA employee who retaliates against anyone involved in an EEO matter will be subjected to disciplinary action, up to and including discharge.



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EQUAL EMPLOYMENT OPPORTUNITY Internal Complaint Process

(EO 4)

2.5 Confidentiality

All information and documentation concerning an EEO complaint are strictly confidential.

2.6 False Accusations

LACMTA considers false allegations of discrimination or harassment to be an abuse of state and federal law. Intentionally making false allegations of discrimination or harassment or making false statements to the EEO Unit will result in disciplinary action up to and including discharge.

3.0 DEFINITION OF TERMS

Complaint – written document that states incidents of discrimination or harassment, what term or condition of employment was affected, and who engaged in discrimination or harassment in violation of LACMTA’s EEO policies.

Complainant – party who filed the complaint

Respondent – party or parties named in the complaint as the person(s) who engaged in discrimination or harassment in violation of LACMTA’s EEO policies.

4.0 RESPONSIBILITIES

Managers and Supervisors:

- refer employees to the EEO Programs Manager at (213) 922-2634, or the Deputy Executive Officer, Diversity & Economic Opportunity Department (DEOD), if they allege they have been a victim of discrimination or harassment;
- contact the EEO Programs Manager to investigate any discrimination complaint as soon as it is received;
- contact the EEO Programs Manager when the manager or supervisor observes behavior that appears to be in violation of LACMTA’s EEO policies;
- document relevant discussions regarding an incident or complaint and forward original documents to the EEO Programs Manager for complaint file; and
- contact the EEO Programs Manager with any questions concerning harassment or discrimination.



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EQUAL EMPLOYMENT OPPORTUNITY Internal Complaint Process

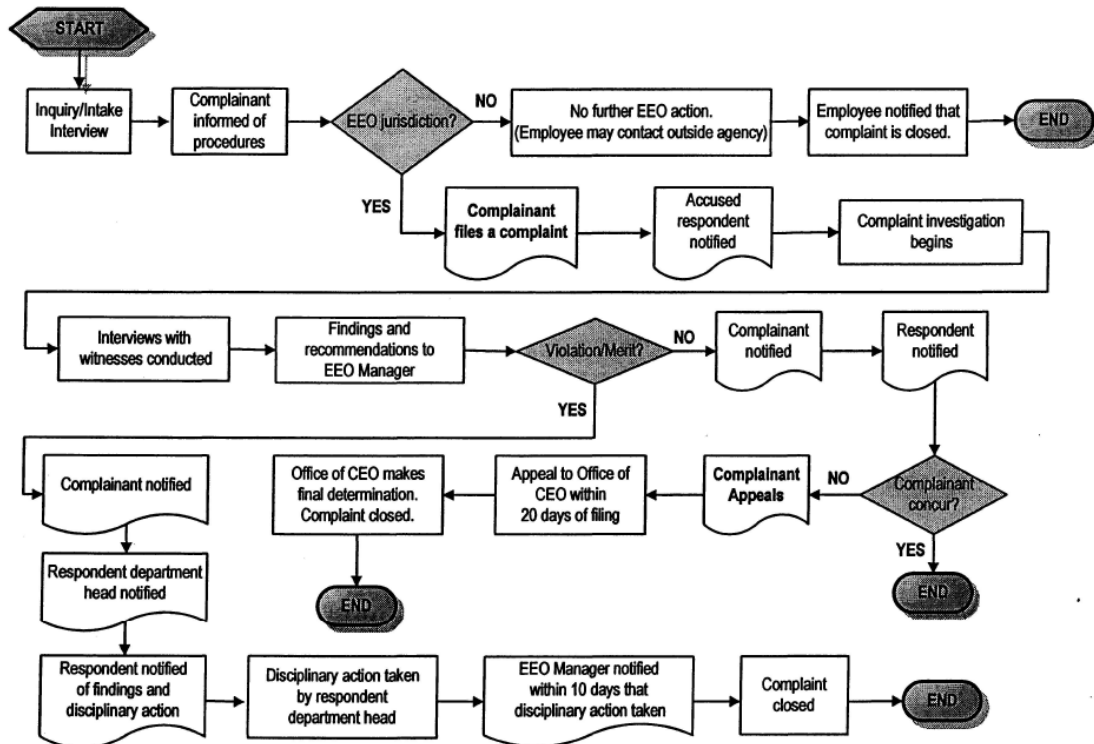
(EO 4)

EEO Unit of the Diversity & Economic Opportunity Department (DEOD) designs, develops, implements, and monitors LACMTA's EEO policies and procedures; investigates complaints of employment discrimination and recommends remedies if violations of EEO policies are found.

Complainant cooperates with the EEO Unit during all stages of the internal complaint process.

Respondent cooperates with the EEO Unit during all stages of the internal complaint process.

5.0 FLOWCHART





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Metropolitan Transportation Authority

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**EQUAL EMPLOYMENT OPPORTUNITY
Internal Complaint Process**

(EO 4)

6.0 REFERENCES

California Fair Employment and Housing Act
Title VII of the Civil Rights Act of 1964
Discrimination/Harassment (EO 3) Policy

7.0 ATTACHMENTS

Not Applicable

8.0 PROCEDURE HISTORY

- 03/15/06 EEO Internal Complaint Process (EO 1-4).
- 09/24/09 Policy renumbered from EO 1-4 to EO 4 and revised into standardized (GEN 5) policy format. Subsection 2.2 Subsequent Complaints and Amended Charges added to 2.0 Procedures section to reflect current practice.

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 4	Inquiry: Does LACMTA keep on file, for at least one year, all complaints received of noncompliance with ADA and 504?	
Response: Yes		
Name of Person Responding: Lucille Coleman	Job Title: Manager Equal Employment Opportunity Programs	Phone Number: (213) 922-2634
Attachment(s):		

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 5	Inquiry: How many complaints has LACMTA received in the last two years?	
Response: There have been twenty-four (24) ADA complaints filed within the last two years.		
Name of Person Responding: Lucille Coleman	Job Title: Manager Equal Employment Opportunity Programs	Phone Number: (213) 922-2634
Attachment(s):		

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 6	Inquiry: Has LACMTA drafted and disseminated to participants, applicants, employees, unions, and contractors/consultants, a nondiscrimination policy statement that states LACMTA does not discriminate on the basis of disability in admission or access to, or treatment or employment in its programs or activities? If yes, please provide a copy of the nondiscrimination policy statement, and describe how it was disseminated.	
Response: Yes. The LACMTA complies with all laws applicable to the provisions of employment and transportation services for individuals with disabilities. The policy statements are available to employees, contractors, vendors, and customers through LACMTA's website and postings throughout LACMTA locations.		
Name of Person Responding: Chip Hazen	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s): <ul style="list-style-type: none"> • Equal Employment Opportunity Statement of Policy (EO 1) • Providing Transportation Services to Individuals With Disabilities (Gen 54) 		



Los Angeles County
Metropolitan Transportation Authority

Metro

**EQUAL EMPLOYMENT OPPORTUNITY
Statement of Policy**

(EO 1)

POLICY STATEMENT

The Los Angeles County Metropolitan Transportation Authority (LACMTA) is committed to maintaining an environment that values diversity in which all its employees are free from discrimination and harassment.

PURPOSE

The purpose of this policy is to ensure that decisions affecting all LACMTA employment practices, including recruitment, selection, promotions, terminations, transfers, layoffs, compensation, training, benefits, and other terms and conditions of employment, are made without regard to race, color, religious creed, national origin, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, certain medical conditions (including cancer), marital status, sexual orientation, gender identity, veteran status, or any other basis protected by federal or state statutes.

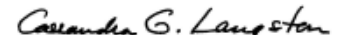
This policy also protects employees exercising their rights under the Family and Medical Leave Act, the Pregnancy Discrimination Act and related statutes.

APPLICATION

This policy applies to all LACMTA employees, contractors, vendors, and customers.



Chief of SBU



APPROVED: County Counsel or N/A



ADOPTED: CEO

Effective Date: 11-17-2009

Date of Last Review: _____

Statement of Policy (EO 1)



Los Angeles County
Metropolitan Transportation Authority

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EQUAL EMPLOYMENT OPPORTUNITY Statement of Policy

(EO 1)

1.0 GENERAL

The LACMTA is committed to an affirmative action program, including goals and timetables, to overcome the effects of past discrimination of minorities and women. Equal Employment Opportunity (EEO) principles govern all aspects of LACMTA's personnel policies, program practices, and operations.

2.0 PROCEDURES

Any person who believes that he or she may have been discriminated against on the basis of race, color, religious creed, national origin, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, veteran status, or any other basis protected by federal or state statutes, should contact the EEO Programs Manager at (213) 922-2634.

3.0 DEFINITION OF TERMS

Discrimination – any intentional or unintentional action which limits, or denies a person any condition of employment because of race color, religious creed, national origin, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender identity, veteran status, or any other basis protected by federal or state statutes.

Equal Opportunity – the prohibition of discrimination in recruitment, selection, termination, promotion, transfer, layoff, compensation, training, benefits, and any other term or condition of employment.

4.0 RESPONSIBILITIES

The Deputy Executive Officer (DEO) of Diversity and Economic Opportunity (DEOD) is responsible for the EEO Program and Affirmative Action Plan. The DEO is responsible for updating LACMTA EEO policies, monitoring compliance with the Affirmative Action Plan goals, providing training, and implementing programs that promote LACMTA policy of promoting diversity, equal employment opportunity and affirmative action.

All LACMTA management share in the responsibility for implementing this policy and ensuring compliance with the LACMTA EEO Program and Affirmative Action Plan.

Los Angeles County
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**EQUAL EMPLOYMENT OPPORTUNITY
Statement of Policy**

(EO 1)

All LACMTA employees must comply with this EEO Statement of Policy and all other EEO Policies.

All supervisors and managers are responsible for implementing their unit's affirmative action plan. Goals are monitored annually by the EEO Department for effectiveness and need for revision to overcome any underutilization of minorities and women.

5.0 FLOWCHART

Not Applicable

6.0 REFERENCES

Not Applicable

7.0 ATTACHMENTS

Not Applicable

8.0 PROCEDURE HISTORY

03/01/08 EEO Statement of Policy (EO 1-1).

09/24/09 Policy renumbered from EO 1-1 to EO 1 and updated into standardized (GEN 5) policy format.



Los Angeles County
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GENERAL MANAGEMENT

Providing Transportation Services to Individuals With Disabilities

(GEN 54)

POLICY STATEMENT

The Los Angeles County Metropolitan Transportation Authority (LACMTA) complies with all laws applicable to the provision of public transportation services for individuals with disabilities. More specifically, it is LACMTA's policy to provide full and equal access to LACMTA's transportation services for individuals with physical and/or mental disabilities and to prohibit discrimination against qualified individuals with disabilities.

PURPOSE

The procedures set forth in this document are intended to describe the steps and practices LACMTA takes for individuals with disabilities to accomplish its ongoing mission to provide for the continuous improvement of an efficient and effective transportation system for Los Angeles County.

APPLICATION

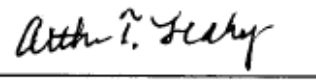
This policy applies to all LACMTA employees, contractors, consultants, vendors, and customers.



Chief of SBU



APPROVED: County Counsel or N/A



ADOPTED: CEO

Effective Date: 4-5-10

Date of Last Review: _____



Los Angeles County
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GENERAL MANAGEMENT

Providing Transportation Services to Individuals With Disabilities

(GEN 54)

1.0 GENERAL

LACMTA is committed to providing safe, clean, reliable, on-time, courteous service to all passengers. LACMTA's transportation service is to be completely accessible to individuals with disabilities. Discrimination against qualified individuals with disabilities is prohibited.

2.0 APPLICABILITY

All LACMTA employees are responsible for ensuring compliance with this policy.

LACMTA and, under certain circumstances, individual LACMTA employees can be held liable for violations of federal and state accessibility laws. The minimum penalties under California Civil Code Sections 51 and 54.3 for denying or interfering with the rights of individuals with disabilities to full and equal use of LACMTA's services, or for otherwise discriminating against individuals with disabilities, total \$5,000 per incident. The Americans with Disabilities Act (ADA) and/or the Rehabilitation Act impose additional damages and penalties for discrimination against individuals with disabilities.

Operators, mechanics, customer relations representatives, managers, directors, executive officers and all LACMTA employees must therefore understand and comply with this policy. Employees should contact their supervisors or LACMTA's ADA Administrator if they have any questions.

The Strategic Business Units (SBUs) identified below have the listed responsibilities:

2.1 Administrative Services (ADA Compliance Unit)

The ADA Compliance Unit monitors and advises LACMTA with respect to the following accessibility objectives:

- Individuals with physical and mental disabilities are provided full and equal access to LACMTA services, programs, and activities;
- Individuals with disabilities are encouraged to fully and fairly participate in transportation decision making;
- Qualified individuals with disabilities are not discriminated against because of their disabilities.



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GENERAL MANAGEMENT

Providing Transportation Services to Individuals With Disabilities

(GEN 54)

The ADA Compliance Unit's responsibilities include:

- Tracking and investigating allegations of accessibility violations from customers, customer representatives, and employees;
- Reviewing construction plans and inspecting new and renovated facilities for accessibility compliance;
- Inspecting accessibility features of existing facilities and equipment;
- Evaluating and recommending methodology and technology for enhanced accessibility of facilities and equipment;
- Conducting outreach to individuals with disabilities and agencies that provide services to persons with disabilities; and
- Training LACMTA personnel in accessibility requirements and sensitivity towards individuals with disabilities.

2.2 Operations (Bus & Rail)

2.2.1 Bus Operations

Bus Operations is responsible for:

- Providing LACMTA's accessible bus services on its fixed routes;
- Acquiring and maintaining buses and bus facilities; and
- Training and supervising all employees for bus operation.

Bus Operations is required to implement the service accessibility requirements for buses that are described in Sections 3.1 and 3.2 of this Policy.



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Providing Transportation Services to Individuals With Disabilities

(GEN 54)

2.2.2 Rail Operations

Rail Operations is responsible for:

- Providing LACMTA's accessible rail services;
- Acquiring and maintaining rail vehicles and rail facilities; and
- Training and supervising all employees for rail operation.

Rail Operations is required to implement the service accessibility requirements for rail transportation that are described in Sections 3.1 and 3.3 of this Policy.

2.3 Programs (Construction & Economic Development)

2.3.1 Construction

The Construction Division is responsible for the design and construction of transportation facilities. The Construction Division is required to implement the accessibility requirements for facilities that are described in Section 3.5 of this Policy.

2.3.2 Economic Development

The Economic Development Division is responsible for overseeing agreements between LACMTA and third parties for the joint development of properties around LACMTA's bus stops and rail stations. The Economic Development Division is required to implement the accessibility requirements for facilities that are described in Section 3.5 of this Policy.

2.4 Customer Services

Customer Services is responsible for marketing all LACMTA programs and projects. Customer Services is required to implement the accessibility requirements that are described in Section 3.6 of this Policy.



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GENERAL MANAGEMENT

Providing Transportation Services to Individuals With Disabilities

(GEN 54)

3.0 PROCEDURES

3.1 General Requirements

3.1.1 Contractors

LACMTA will require all of its contractors and service-providing vendors to comply with all laws applicable to the provision of public transportation services for individuals with disabilities, including individuals who use wheelchairs.

3.1.2 Serving Individuals with Disabilities

Treating individuals with disabilities in a respectful and courteous way, with appropriate attention to the differences among individuals with disabilities is LACMTA's policy.

LACMTA may refuse to provide transportation service to individuals with disabilities who engage in violent, seriously disruptive, or illegal conduct, and to individuals who pose a direct threat to the safety of others.

Individuals with disabilities are not required to be accompanied by an attendant in order to use LACMTA's services.

Operators will allow adequate time for customers to board and disembark.

3.1.3 Priority Seating Areas

LACMTA provides priority seating areas to its customers, which includes areas for wheelchair securement on buses. Customers with disabilities are encouraged, but not required, to sit in these areas.

Operators will ask non-elderly and non-disabled customers to yield priority seating or wheelchair securement areas to customers with disabilities. All signage designating priority seating areas and/or wheelchair securement areas will include language informing customers sitting in those areas that they should comply with operators' requests to vacate those seats to make room for customers with disabilities.



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Providing Transportation Services to Individuals With Disabilities

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3.1.4 Stop Announcements

LACMTA will ensure that its operators announce any stop on request of a customer with a disability.

LACMTA will ensure that all transfer points, major intersections, destination points, and intervals along the route are announced sufficiently in advance to permit individuals with visual impairments or other disabilities to be oriented to their location.

Where a specific stop is used for more than one route, LACMTA will provide a means by which a customer with a visual impairment or other disability can identify the proper bus line to enter or be identified to the operator as a customer seeking a ride on a particular route. For example, LACMTA provides Metro Flash Cards to customers who experience difficulty reading bus headsigns due to blindness, visual impairment, or cognitive impairment. Metro Flash Cards may be obtained from the Customer Services Unit.

3.1.5 Training

LACMTA personnel will be trained to proficiency, as appropriate to their duties. Operators will be trained so they can operate vehicles and equipment safely and properly assist and treat customers with disabilities in a respectful and courteous way, with appropriate attention given to the differences among individuals with disabilities. Among other things, LACMTA operators will be trained on the use of wheelchair lifts and ramps and wheelchair securement systems.

3.1.6 Fares

LACMTA does not charge higher fares to individuals with disabilities for using LACMTA's public transportation services.

3.1.7 Maintenance of Accessibility Features

It is LACMTA's policy to maintain in operating condition those features of facilities and vehicles that are required to make vehicles and facilities readily accessible to and usable by individuals with disabilities. These features include, but are not limited to, lifts and other means of access to vehicles, securement devices, elevators, signage and systems to facilitate communications with persons with impaired vision or hearing.



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Accessibility features will be repaired promptly if they are damaged or out of order. When an accessibility feature is out of order, LACMTA will take reasonable steps to accommodate individuals with disabilities who would otherwise use the feature.

This requirement does not apply to isolated or temporary interruptions in service or access due to maintenance or repairs as long as a pattern of such interruptions does not occur.

3.1.8 Service Animals

LACMTA permits individuals with disabilities to be accompanied by service animals on vehicles and in facilities. Service animals include but are not limited to, dogs, monkeys, pot-bellied pigs, birds, miniature horses, or cats, that have been, or are being, individually trained to work or perform tasks for an individual with a disability. Animals that do not qualify as service animals include reptiles, rodents and spiders. Service animals may vary in size and breed, are not required to wear muzzles, and may be identified by a special harness.

Examples of tasks performed by service animals for individuals with disabilities include:

- Guiding individuals with visual impairments.
- Providing alerts or responses for individuals with seizure disorders.
- Assisting individuals with hearing impairments.
- Picking up items for persons with mobility impairments.

The task for which the service animal is trained does not have to pertain to the purpose of the current trip on the bus or train. LACMTA employees may ask the customer what task the animal has been trained to perform for them, but may not ask the customer about their disability. Service animals are not required to have identification that they are a service animal. LACMTA employees are to take the word of the customer with a disability that the service animal has been trained.

Service animals may ride the lift with their handlers.



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Service animals are to be under the control of the handler, which includes:

- Service animals shall be on a leash so that the animal cannot stray more than a few feet from the owner.
- Service animals shall not block an aisle.
- Service animals are to be placed on the floor of the bus and not on a seat.

Service animals that pose a direct threat to the health or safety of others, such as a service animal that displays aggressive behavior towards other customers, may be excluded.

The handler of the service animal is responsible for any damage or injuries caused by the animal while on the bus, train or at a LACMTA facility.

3.1.9 Respirators

LACMTA permits individuals with disabilities to board LACMTA vehicles with a respirator or portable oxygen supply, consistent with United States Department of Transportation (USDOT) regulations.

3.2 Special Requirements For Buses

3.2.1 Accessibility Standards for Buses

All new, used, or remanufactured buses will meet the minimum guidelines and requirements for accessibility standards set forth in USDOT regulations and in the Department of the California Highway Patrol regulations as cited in California Code of Regulations, Title 13, Section 1216 Transportation of Property (f) Wheelchairs (1) (2) and (3).

3.2.2 Acquiring Accessible Buses

When acquiring new, used, or manufactured buses, LACMTA will comply with the standards set forth by the USDOT.



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3.2.3 Keeping Accessibility Equipment In Operative Condition

Accessibility features on buses, including customer lifts, ramps and other means of access, securement devices, and public address systems will be maintained in operative condition so that the buses are readily accessible to and usable by individuals with disabilities.

Buses with inoperable lifts or ramps will not be put into service unless no other bus with an operating lift or ramp is available. If no replacement bus is available, and if removing the bus with an inoperative lift or ramp would result in a reduction of service to the public (e.g., a scheduled run on a route would not be made), the bus may remain in service with an inoperative lift for up to three (3) calendar days from the day the lift or ramp is discovered to be inoperative. If during the three (3) day period an accessible replacement bus becomes available, it will be used in place of the bus with the inoperative lift.

If the lift or ramp fails to operate while the bus is in service, the operator will report the malfunction to the dispatch center by the most immediate means, advise customers who would otherwise use the feature that the lift equipment is not working, and notify the customer when the next bus with a working lift or ramp is due to arrive.

If a lift or ramp is inoperable and there is more than a thirty (30) minute scheduled headway on the line or segment of the line, LACMTA will promptly provide alternative transportation to any customer who cannot board the bus because the lift or ramp is inoperable.

Accessibility features that are damaged or inoperative will be repaired promptly. When an accessible feature is inoperative, reasonable steps will be taken to accommodate individuals with disabilities who would otherwise use the feature. This may include, but is not limited to, arranging with Access Services (the ADA paratransit provider for Los Angeles County) to provide transportation, dispatching another bus, or hiring an accessible taxi.

LACMTA will ensure that operators cycle the lift and ramp during pre-trip inspections. Lifts or ramps that are not operational will be reported immediately and the bus will be taken out of service (subject to the exception noted above). Securement equipment that is frayed, excessively dirty, or damaged in an accident will be replaced before the bus returns to service.



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LACMTA will ensure that operators test the public address (PA) system and the Automatic Vehicle Annunciator (AVA) during the pre-trip inspections prior to revenue service to ensure that the system is working. Any defects found must be repaired as soon as possible. If a bus with a defective PA and/or AVA system is operated in service, the operator will call out all stops, points of interest, destinations, and other announcements necessary to orientate a customer with a vision impairment.

3.2.4 Assisting Customers With Disabilities

Operators will offer assistance to customers with disabilities with the use of wheelchair securements, ramps, and lifts. If necessary, operators will secure their buses and leave their seats to provide such assistance.

If a customer who is unable to put his or her fare in the fare box or tap their fare media card requests the bus operator's assistance to do so, the bus operator will assist the customer by taking his or her fare and putting it in the fare box or tapping the fare media card in the appropriate location.

3.2.5 Transporting Customers With Mobility Impairments

LACMTA's public transportation services are accessible to customers who use "common wheelchairs." Transportation will not be denied if the wheelchair or mobility device does not have operational brakes. Customers using three wheeled and four wheeled scooters (scooters have handle bars) will be advised, but not required, to transfer to a seat.

3.2.5.1 Boarding

Customers using wheelchairs may board or alight at any scheduled stop. Customers who use wheelchairs or mobility devices shall be boarded first.

Customers who use wheelchairs may board facing forward or backward. LACMTA may request, but cannot require, that customers who use manual wheelchairs set their brakes after moving onto the lift platform.

Customers using wheelchairs, walkers, crutches, canes, braces, or who otherwise have difficulty using steps may board and exit a bus using the kneeling feature, ramp, or lift as a "standee," unless there are conditions at the stop not under the control of LACMTA that would prevent the safe use of the kneeling feature, lift, or ramp.

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Customers using wheelchairs will not be boarded in the following circumstances:

- When a bus is filled to capacity;
- When the bus already has two customers using wheelchairs;
- When it is unsafe to deploy the lift or ramp. The lift or ramp must be able to extend out and down safely so that it will come to a rest in a location where a customer using a wheelchair can board and/or exit the lift platform or ramp safely; or
- When non-elderly or non-disabled customers refuse an operator's request to vacate the wheelchair securement area. In the event the operator is unable to clear the wheelchair securement area, the operator will explain to the customer using a wheelchair that he or she was unsuccessful in clearing the wheelchair securement space and to inform the customer when the next bus is due to arrive.

3.2.5.2 Wheelchair Securement

Bus operators will offer assistance with the use of the wheelchair securement system to individuals using wheelchairs.

Upon request, wheelchairs will be secured in the best way possible to prevent movement of the wheelchair under normal bus operating conditions. If the securement system on the bus is not capable of satisfactorily securing or restraining a customer's wheelchair and the customer wishes to ride anyway, the wheelchair is to be secured by the best means available.

Wheelchairs may never ride LACMTA buses in places other than designated wheelchair securement areas.

3.2.5.3 Disembarking Wheelchairs

Customers using wheelchairs may disembark facing forward or backward.



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Providing Transportation Services to Individuals With Disabilities

(GEN 54)

3.3 Special Requirements For Rail

3.3.1 Accessibility Standards for Rail Vehicles

All new, used, or remanufactured heavy and light rail vehicles will meet the minimum guidelines and requirements for accessibility standards set forth in the USDOT regulations.

3.3.2 Acquiring Accessible Rail Vehicles

When acquiring new, used, or manufactured heavy or light rail vehicles, LACMTA will comply with the standards set forth by the USDOT.

3.3.3 One Accessible Car Per Train

At least one (1) car per LACMTA train will be accessible to individuals with disabilities, including individuals who use wheelchairs.

3.3.4 Maintenance of Accessibility Features

LACMTA will maintain accessibility features on trains, including means of access, signage, and public address systems in operative condition so that trains are readily accessible to and usable by individuals with disabilities.

Accessibility features that are damaged or inoperative will be repaired promptly. When an accessible feature is inoperative, reasonable steps are to be taken to accommodate individuals with disabilities who would otherwise use the feature. This may include, but is not limited to, arranging transportation with Access Services, dispatching a bus, or hiring an accessible taxi.

LACMTA will maintain all rail stations and the accessibility features, including elevators and escalators, communication equipment, accessible pathways, such as ramps and platform floors, pathways within the station that travel to and from the station platform, signage, customer information systems, ticket vending and validation equipment, and fare gates, so a person with a disability may have access to any station in the same manner as a person without a disability.



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(GEN 54)

3.4 Paratransit Services

It is the policy of LACMTA to provide comparable complementary paratransit services to individuals with disabilities, in compliance with the guidelines and requirements set forth in the USDOT's regulations.

3.4.1 Access Services

Access Services provides paratransit services to individuals with disabilities on behalf of LACMTA.

It is LACMTA's policy to ensure that Access Services provides paratransit services:

- that are comparable to the level of LACMTA public transportation services provided to individuals without disabilities using such system;
- that have comparable transportation response time, to the extent practicable, to the level of LACMTA services provided to individuals without disabilities;
- that have service areas comparable to LACMTA's public transportation service area provided to individuals without disabilities using such a system.

3.4.2 Fares

Individuals with disabilities who are ADA Paratransit eligible may use LACMTA services for free by presenting their ADA Paratransit Eligibility identification card to a LACMTA bus operator, a Fare Inspector, or a law enforcement person. One Personal Care Attendant (PCA) may ride free with the ADA Paratransit eligible individual, provided that the ADA Paratransit eligible individual presents an identification card that allows a PCA and the PCA accompanies the ADA Paratransit eligible individual throughout his or her LACMTA trip.

3.5 Accessibility of LACMTA Facilities

LACMTA facilities will be accessible to individuals with disabilities, including individuals who use wheelchairs. Examples of areas that will be accessible to individuals with disabilities include, but are not limited to:

- Path of travel to the facility



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- Telephones
- Drinking fountains
- Ticket purchase and collection areas
- Customer waiting areas
- Train and bus platforms
- Fare gates and barriers

When constructing new facilities or altering existing facilities, LACMTA will comply with the accessibility standards set forth in the USDOT regulations, the ADA Accessibility Guidelines for Buildings and Facilities (ADAAG), and Title 24 of the California Code of Regulations.

In determining the site or location of a facility, LACMTA will not select a site or location that has the effect of excluding individuals with disabilities or denying individuals with disabilities the benefits of LACMTA's public transportation services, or otherwise subjecting individuals with disabilities to discrimination.

The ADA Compliance Unit shall review all facility construction projects for accessibility compliance.

3.6 Special Requirements For Customer Services

3.6.1 Communicating With Individuals With Disabilities

It is the policy of the LACMTA to make information concerning its transportation services accessible to disabled individuals. This includes making adequate communications capacity available through accessible formats and technology, to enable users to obtain information and schedule service. Customer Services' responsibilities with respect to accessibility include, but are not limited to:

- Designing and developing signage including wayfinding signs, tactile and Braille signs that are accessible to customers with visual and/or hearing impairments and other disabilities;
- Ensuring that LACMTA's website is accessible to individuals with visual impairments and other disabilities;
- Marketing LACMTA's services to individuals with disabilities; and



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(GEN 54)

- Ensuring that artwork in LACMTA's facilities do not present barriers to accessibility.

Customer Services will comply with the accessibility standards set forth in the ADAAG and the guidelines and requirements set forth in the USDOT regulations.

3.6.2 Vanpool Service

Customer Services is also responsible for the vanpool services offered by the LACMTA. Vanpool services offered by LACMTA will meet the accessibility standards set forth in the USDOT regulations.

3.6.3 Complaint Procedures

Customer Services will accept complaints about the accessibility of LACMTA's services in person, by telephone, in writing, or by email. Customer Services will process the complaints in accordance with the Gen 42 Customer Complaint policy. The ADA Compliance Unit will monitor complaints about accessibility pursuant to the Gen 42 Customer Complaint policy.

Customer Services will track all accessibility complaints and keep a record of such complaints for a minimum of five years. After five years, these complaints will be forwarded to LACMTA Records Management where they will be stored for five years.

4.0 DEFINITION OF TERMS

4.1 Disability

A physical disability is a physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that makes it difficult for the individual to achieve one or more major life activities, or that requires special education or related services. A mental disability is a mental or psychological disorder or condition, such as mental retardation, organic brain syndrome, emotional or mental illness, or specific learning disabilities that makes it difficult for the individual to achieve one or more major life activities, or that requires special education or related services. The phrase "major life activities" is defined broadly to include physical, mental, and social activities and working.

Individuals with physical or mental disabilities are:



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- Individuals who have physical or mental disabilities,
- Individuals with a known record or history of physical or mental disability,
- Individuals who are regarded or treated as having, or having had, a physical or mental disability, and
- Individuals who are regarded or treated as having, or having had, a physical or mental disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment that has no present disabling effect, but may someday become a physical or mental disability.

4.2 Qualified Individual with a Disability

A qualified individual with a disability is an individual with a physical or mental disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by LACMTA.

4.3 Wheelchair

Wheelchair means a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

A common wheelchair is such a device that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.

4.4 Filled to Capacity

Filled to capacity means that all seats are occupied and there are standees from the rear door to the yellow/white safety line at the front of the bus.

4.5 Heavy Rail

"Heavy rail" means a subway-type transit vehicle railway operated on exclusive private rights of way with high level stations, or on elevated or at grade level track separated from vehicle or pedestrian traffic.



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4.6 Light Rail

"Light rail" means a streetcar-type vehicle operated on city streets, semi-exclusive rights of way, or exclusive rights of way.

4.7 Vanpool

Vanpool means a voluntary commuter ridesharing arrangement, using vans with a seating capacity greater than 7 persons (including the driver) or buses, which provides transportation to a group of individuals traveling directly from their homes to the regular places of work within the same geographical areas, and in which the commuter/driver does not receive compensation beyond reimbursement for his or her costs of providing the service.

5.0 REFERENCES

1. Americans with Disabilities Act of 1990, Chapter II – Public Services, 42 USC §§ 12101, et seq.
2. Code of Federal Regulations, Title 49, Subtitle A, Part 37 – Transportation Services for Individuals with Disabilities (ADA)
3. Code of Federal Regulations, Title 49, Subtitle A, Part 38 – Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles
4. The Rehabilitation Act of 1973, 29 USC §§ 794, 794d
5. Code of Federal Regulations, Title 49, Subtitle A, Part 27 – Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Funding
6. Section 508 Standards
7. ADA Accessibility Guidelines for Transportation Vehicles
8. ADA Accessibility Guidelines for Buildings and Facilities
9. California Civil Code sections 51, et seq.
10. California Code of Regulations, Title 13, Division 2, Chapter 4, Article 15 – Wheelchair Lifts
11. Code of Federal Regulations, Title 49, Subtitle B, Part 609 – Transportation for Elderly and Handicapped Persons
12. California Building Standards Law, Cal. Health & Safety Code § 18901, et seq.
13. California Building Standards Code & California Building Code, California Code of Regulations, Title 24



Los Angeles County
Metropolitan Transportation Authority

Metro

GENERAL MANAGEMENT

Providing Transportation Services to Individuals With Disabilities

(GEN 54)

6.0 ATTACHMENTS

Not Applicable

7.0 PROCEDURE HISTORY

04/05/10 New LACMTA policy

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 7		Inquiry: Does the nondiscrimination policy statement identify the name, title, office address, and office telephone number of the 504/ADA Coordinator?	
Response: No. The Policy provides the Title and contact number for the EEO Program Manager.			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	
		Phone Number: 213-922-2403	
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 8		Inquiry: Has LACMTA conducted a self-evaluation of its current services, policies, and practices, and the effects thereof, to determine necessary modifications to achieve program accessibility? If yes, what were the findings? If no, does LACMTA plan to conduct one?	
Response: Yes. LACMTA conducted a self-evaluation in 1994 and an ADA Transition Plan. The findings indicated non-compliance in various areas. The Transition Plan established a plan to bring those areas into compliance with the ADA Rules and Regulations.			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	
		Phone Number: 213-922-2403	
Attachment(s): ADA1 - Self Evaluation & Transition Plan ADA2 – Board Report Adopting Self Evaluation & Transition Plan			

Attach plan PDF here

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 9	Inquiry: Did LACMTA provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the self-evaluation process by submitting comments? If yes, please provide an example and samples of comments submitted.	
Response: The Evaluation and the Transition Plan were discussed in the November monthly meeting of LACMTA's Access Advisory Committee. In 1994, Committee Members were directly appointed by the LACMTA Board of Directors. The members were persons with disabilities, seniors, individuals who represent agencies that provide services to seniors or persons with disabilities, and older adults. Additionally, a public hearing was held to discuss the Evaluation and the Transition Plan. The public hearing was held on November 15, 1994. A certified copy of the public hearing is available along with a copy of staff's comments to the hearing; sign-in sheet of attendees, and a newspaper clipping of the announcement of the public hearing.		
Name of Person Responding: Chip Hazen	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s): ADA3 - Transcript of Public Hearing on Self Evaluation and Transition Plan		

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 10	Inquiry: Describe LACMTA's system for periodic review of the self-evaluation and the date of the most recent update.	
Response: The Transition Plan was reviewed by the ADA Compliance Officer in 2003 and 2004, following the creation and hiring of a full time ADA Compliance Officer position. The most recent informal update was 2004. Standard operating procedures for the ADA Compliance Officer are to perform continuous monitoring of transit facilities, systems and vehicles, and to facilitate corrective actions whenever needed.		
Name of Person Responding: Chip Hazen	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 11	Inquiry: Describe the system in place or provide LACMTA's policy that ensures maintenance of accessible features. [Note: Include LACMTA buildings and public Right-of-Way (ROW) facilities, such as sidewalks, curb ramps, and accessible pedestrian signals.]	
Response: <p>On April 5, 2010, LACMTA adopted the policy for Providing Transportation to Individuals with Disabilities (Attached in response to request regarding Title II ADA Administrative Requirements Item 6). The policy requires that the Chief of each SBU comply with all applicable laws and policies for providing services to persons with disabilities. It also states that the ADA Compliance Administrator is responsible for reviewing all SBU's and will develop recommendations for areas that are not compliant. The ADA Compliance Unit will also reviews all facility design for new and existing LACMTA facilities for compliance with the Department of Transportation and California Title II accessibility requirements and inspect each facility prior to its opening. All findings are then forwarded to the contractor for correction. Following the correction, the facility is again inspected for accessibility.</p> <p>To ensure that LACMTA's existing facilities are in compliance with the applicable requirements, LACMTA's ADA Compliance Officer quarterly inspects all existing LACMTA rail stations, parking lots, transit terminals, and other facilities to ensure that maintenance of the accessible features are kept in order. Any areas of non-compliance are corrected immediately or funding to correct the non-compliance area is included in the following year's budget.</p> <p>LACMTA has recently implemented a new program to inspect ADA features at all bus and rail stations by LACMTA custodian staff. Staff is currently undergoing accessibility training on what to look for while inspecting the station. A checklist of specific items was created for each rail line. This process resulted in identification of a safety issue at a bus station in February 2010. Action was taken immediately and construction to correct the problem was completed the following month.</p> <p>As an example of a non-safety related ADA issue identified through the inspections is the need to replace the required station name for all 79 rail stations in Braille and raised letters. This will cost approximately \$250,000 and will be included in the following year's budget.</p>		
Name of Person Responding: Chip Hazen	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 12	Inquiry: Does LACMTA monitor sub-recipients (e.g., contractors, consultants, etc.) to ensure compliance with Title II ADA and 504 with respect to both federal and state-funded projects and programs that the sub-recipients implement? If yes, what process is used for monitoring sub-recipients? Please provide a list of sub-recipients currently being monitored.	
Response: LACMTA reviews vehicles prior to releasing the final payment to the contractor. LACMTA only purchases vehicles that are ADA accessible. Vendor's contract language includes a clause for compliance with 504: <i>The contractor agrees to comply with all applicable requirements of the Americans with Disabilities Act of 1990 (ADA), as amended, 42 USC 12101 et seq.; section 504 of the Rehabilitation Act of 1973, as amended, 29 USC 794; 49 USC 5301 (d); and any implementing requirements FTA may issue. These regulations provide that no handicapped individual, solely by reason of his or her handicap, be excluded from participations in, be denied the benefits of, or be subjected to discrimination under any program or activity included or resulting from this Agreement.</i>		
Name of Person Responding: Chip Hazen/ Feerer	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):		

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 13	Inquiry: Has all LACMTA staff received formal or informal training on Title II ADA and 504, related statutes, and regulations including California Building and Standards Code? Please describe.	
Response: ADA Compliance Officer has attended a number of classes on ADA facilities and ADA service requirements. ADA Compliance Officer conducts Disability Awareness Training for front line supervisors and managers eight times each year.		
Name of Person Responding: Chip Hazen	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 14		Inquiry: Are staff scheduled for Title II ADA/504 and related statutes training in the next 12 months? If yes, please provide the schedule and who will attend.	
Response: Bus Operations Central Instruction has designed a four-hour training class for Bus Operator's covering empathy towards persons with disabilities; the seven DOT requirements for bus operations; proper wheelchair securement techniques; how to work with people with different disabilities; how to identify that a rider may have a disability; how much assistance must be provided, etc. Additionally, Los Angeles Valley College has developed an ADA Ambassador program for Bus Operators. This program goes beyond the four-hour training and looks at the differences between various disabilities, the physics and mechanics of securing wheelchairs, and other items. When the Bus Operators complete the program, they become ADA Ambassadors will be able to assist other Bus Operators to understand the aspects of accessible service. The training will begin in July 2010 and conclude by the end of December 2010. All 4,500 Bus Operators will be required to go through the four-hour training class as part of their annual Bus Operators Certification.			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	
		Phone Number: 213-922-2403	
Attachment(s): Course Outline: MANDATORY ADA CERTIFICATION TRAINING Course Outline: VOLUNTARY ADA AMBASSADOR TRAINING			

Course Outline: MANDATORY ADA CERTIFICATION TRAINING

Americans With Disabilities Act (ADA) Certification for Coach Operators

Operations Central Instruction (OCI) is currently developing a four-hour training module to address transportation services for people with disabilities. Training will thoroughly cover all aspects of the coach operators' job duties relevant to ADA law and Metro Policy.

Learning Modules

1. Wheelchair Securement and Safety Strap Procedures
 - a. Wheelchair Securement Training Platforms
 - b. Video Demonstration
 - c. Hands-on demonstration

Operators will be required to demonstrate basic wheelchair securement procedures using a standard or "common" wheelchair.

2. ADA Sensitivity (Easter Seals)
 - a. Working with disabilities
 - b. Sensitivity

3. Metro's ADA Policy (Workbook)
 - a. Wheelchair Securement
 - b. Stop Announcements
 - c. Service Animals
 - d. Disability Awareness and Sensitivity
 - e. Equipment maintenance responsibilities

4. 30 Question Final Exam
 - a. 90% passing score
 - b. Failed exams will require re-training and exam re-take

Methods

- Lecturettes
- Workbook
- PowerPoint Presentation
- Videos
- Hands-on
- Exam

Training Schedule

June 28 - Train-the-Trainer

June 29 - Commence Coach Operator Training

June 28 – Ambassador Training Commences

Course Outline: VOLUNTARY ADA AMBASSADOR TRAINING

VOLUNTARY ADA AMBASSADOR TRAINING

Los Angeles Valley College (LAVC) Job Training proposes to provide customized training aligned with the Americans with Disabilities Act Regulations with an emphasis on excellent customer service for Metro Bus Operators.

LAVC will provide Training Services to 26 cohorts of 12 – 20 participants.

Each training session is meant to compliment MTA Division trainings focusing on Accessibility Training with portable platforms to provide clear understanding of procedures related to servicing clients with disabilities. The LAVC led trainings will include sensitivity training and customer service training to allow graduates to be part of an operator pool known as *ADA Ambassadors* (graduates will receive lapel pins identifying this distinction). These trainings will take place during July of 2010.

Trainers for the program include Customer Service and MTA Bridge Program Instructor Jim McJunkin, representatives from the LAVC Adapted Physical Education Program, and LAVC Students with Disabilities who ride Metro (one who serves on the MTA riders advisory council).

Detailed curriculum:

LAVC ADA Technical Ambassadors Training/Customer Service and Sensitivity (3 hours)

Workshop Curriculum:

Introductions, Learning Objectives and Agenda

Overview of ADA Ambassador Training.

- **Brief overview of Regulatory and Compliance Discussion of Part 1192 (Subpart B) -- Americans with Disabilities Act Accessibility Guidelines for Transportation Vehicles. This provides information about Mobility Aid securement requirements and how they apply to Metro and will include information from TITLE 49—TRANSPORTATION Subtitle A--Office of the Secretary of Transportation PART 37_TRANSPORTATION SERVICES FOR INDIVIDUALS WITH DISABILITIES (ADA)**
- **Sensitivity Training and Customer Service Training to as it pertains to ADA *Technical Ambassadors* Program.**
- Participants will meet riders with disabilities to understand varied perspectives of MTA riders.
- Excellence in public/customer service will be discussed as it pertains to the ADA Ambassador Program. Program graduates who display technical expertise and apply this training in the field with bus riders will receive lapel pins identifying this distinction.
- **Sustainability/ Reducing Carbon Footprint Component of Program**

- Brief discussion on how increased ridership of disabled passengers will reduce the amount of single vehicles transporting this population and in doing so reduce carbon emissions in our region.
- **Review and Action Plan**
- **Evaluation**

The following information and training is expected to be completed at Divisions with MTA TRAINERS utilizing platforms purchased by the Los Angeles Community College District for this project (anticipated 3 hours of training):

- **Developing a Personal Understanding of Accessibility Training using Portable Platforms**
- Identifying best Strategies and Procedures
- Working on Equipment
- Setting Technical Proficiency action goals
- Taking responsibility to correct procedures are implemented

- **Working Effectively with Technology**
- Utilizing training platforms to prepare for all riders

- **Working Effectively with Technology**
- Utilizing training platforms to prepare for all riders

- **Entrance and exit strategies for implementing best practices**
- What are best practices in alignment with ADA Guidelines?

**California Department of Transportation
ADA , DBE & Title VI Compliance Review**

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 15	Inquiry: Does LACMTA use the Division of State Architect (DSA) checklist to verify compliance of design packages, standard plans, and field inspections to ensure compliance with both state and federal accessibility standards? If so, please provide a list of the projects utilizing this tool. Reminder: The State of California Government Code, Section 4454 requires the DSA review and approval of all plans and specifications for local agency pedestrian projects using State funds.	
Response: ADA Compliance Officer conducts regular field inspections using California Title 24 requirements for bus and rail facilities.		
Name of Person Responding: Chip Hazen	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):		

Review: A - ADA Compliance Section: Title II ADA Administrative Requirements Item Number: 16	Inquiry: Have LACMTA's standard plans been reviewed and updated on an ongoing basis for full ADA and California Accessibility compliance? If so, please provide documentation of these projects at the time of the review. If not, provide a planned date of completion.	
Response: Yes. Metro Design Criteria, Standard and Directive Drawings have been reviewed and updated. Metro's ADA Compliance Officer inspects the stations. If any ADA non compliance issue is identified, Metro will correct it.		
Name of Person Responding: Aspet Davidian, AIA	Job Title: Director, Project Engineering Facilities	Phone Number: 213-922-5258
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 1		Inquiry: Has LACMTA developed and implemented a transition plan that outlines which structural modifications must be made to those programs and services that are not accessible? If yes, please provide a copy of the transition plan.	
Response: Yes. Please see attachment.			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s): ADA1 – Self Evaluation & Transition Plan			

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 2		Inquiry: Has LACMTA developed a curb ramp installation schedule as part of the transition plan for pedestrian facilities it owns, operates, or maintains?	
Response: Yes.			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s): ADA1 – Self Evaluation & Transition Plan			

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 3		Inquiry: Did LACMTA provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the transition plan process by submitting comments?	
Response: Yes The following images are taken from pages 1 through 3 of 14 of comments and staff responses from the public hearing. The full document will be provided upon request			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	
		Phone Number: 213-922-2403	
Attachment(s): ADA4 – Summary of Public Comments			

<u>SELF EVALUATION AND TRANSITION PLAN -- PUBLIC COMMENTS</u>	
<u>COMMENTS RECEIVED DURING PUBLIC HEARING - NOVEMBER 15, 1994</u>	
<u>COMMENT</u>	<u>STAFF RESPONSE</u>
GENERAL COMMENTS	
Agree with the recommendation to establish a separate compliance unit; if this unit includes new staff position(s), urge the MTA in its hiring for such position(s) to include genuine affirmative action outreach.	Staff agrees that establishment of this separate compliance unit is important for the implementation of the transition plan and compliance with the ADA. The MTA's hiring policy includes a non-discrimination clause for individuals with disabilities.
Commend the MTA for the work on its transition plan.	Thank you.
COMMUNICATIONS	
MTA should educate persons who are deaf or hard of hearing on how to formally complain about MTA service.	The transition plan includes outreach to the disabilities community.
Hard of hearing persons prefer the term "text telephone," abbreviated "TT" rather than TDD or TTY.	Staff will review the final document for sensitivity to the preferred terminology.
Concern about requiring that assistive listening devices be requested in advance, and do not like the devices provided for the November 15 public hearing.	While MTA is working to provide reasonable accommodations, it is not unreasonable to require advance notification to enable MTA to provide the necessary item(s).
dexterity.	
Communication by drivers (for visually impaired) are good, but some major intersections and stops are not always called out.	The MTA is reviewing implementation and training issues related to announcing stops.
Concern about the attitudes of some drivers, who are unwilling to assist passenger in wheelchair getting from sidewalk into the bus and fastening the seatbelt; rider with cerebral palsy feels unsafe and insecure when driver does not assist him into the bus and secure the seatbelt.	Staff will work on ways to improve implementation of policies requiring bus operators to provide assistance when requested.
MTA should prohibit smoking and any type of fires within 50 feet of any train and bus stops; MTA should repair curbscuts.	These are beyond the scope of MTA authority.
MTA should provide transportation to Edwards Air Force Base for space shuttle landings.	This is outside the MTA service area.
BUS OPERATIONS - TRAINING	
In addition to providing sensitivity training for drivers, such training should also be provided for supervisors.	Operations supervisors, as former bus operators, receive some sensitivity training; staff will review possible recommendations for additional training.

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 4		Inquiry: Is the transition plan available for public inspection?	
Response: Yes, anyone may request the transition plan through a request to LACMTA Records Management.			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 5		Inquiry: Has LACMTA modified any policies or practices that did not meet Section 504? If yes, please provide an example.	
Response: Yes. The Providing Transportation Services to Individuals With Disabilities policy was created to ensure that LACMTA complies with all accessibility requirements. Several other policies were modified such as Reasonable Accommodation, Parking, and others.			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 6		Inquiry: Has LACMTA taken appropriate remedial steps to eliminate the effects of any discrimination that resulted from previous policies and practices related to disability? If yes, please provide an example.	
Response: Yes. As an example, in the summer of 2003, LACMTA completed installation of Automated Voice Announcement equipment on its fleet.			
Name of Person Responding: Chip Hazen		Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):			

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 7	Inquiry: Describe LACMTA's process used to analyze existing programs, services, or benefits for determinations of "undue" financial or administrative burdens, or fundamental alteration to the program, service or benefit that comports with the criteria for making such determinations in 28 CFR 35.150 (a)(3) and 28 CFR 35.164. (Note: A process to conduct undue burden determinations is not required but is a best practice. However, the documentation of an undue burden determination by a sub-recipient is required by these regulations.)	
Response: LACMTA has not adopted a formalized process for analyzing existing programs or services nor has a determination of what is an "undue" financial burden been developed. LACMTA looks at each individual request for a reasonable accommodation or a construction issue separately. LACMTA's Reasonable Accommodation Policy is to do the interactive participation process including working with the department head, to make a determination. If it is a facility issue, LACMTA will look at all possible methods to resolve the issue.		
Name of Person Responding: Chip Hazen	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):		

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 8	Inquiry: Does LACMTA build new facilities and alter existing ones [both pedestrian Right of Way (ROW) and LACMTA buildings] in accordance with the ADA Accessibility Guidelines and 49 CFR 27.3 (b)?	
Response: Yes		
Name of Person Responding: Aspet Davidian, AIA	Job Title: Director, Project Engineering Facilities	Phone Number: 213-922-5258
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 9		Inquiry: Describe LACMTA's process and procedure for the installation of accessible features on the pedestrian ROW (curb ramps, accessible pedestrian signals, etc.).	
Response: LACMTA has included the installation of curb cuts and sidewalks and all other required accessibility features into its boiler plate design work that covers every bus facility and rail station that meet the ADAAG requirements; or, the local jurisdiction's requirements.			
Name of Person Responding: Aspet Davidian, AIA		Job Title: Director, Project Engineering Facilities	
		Phone Number: 213-922-5258	
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 10		Inquiry: Does LACMTA provide any pedestrian underpasses and accessible rest areas, overpasses, and ramps that are newly constructed or altered with federal aid?	
Response: None have been required.			
Name of Person Responding: Aspet Davidian, AIA		Job Title: Director, Project Engineering Facilities	
		Phone Number: 213-922-5258	
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 11		Inquiry: Describe LACMTA's process for making technical infeasibility determinations for new construction and alterations.	
Response: We have made none. We provide ADA Accessibility in all of our facilities.			
Name of Person Responding: Aspet Davidian, AIA		Job Title: Director, Project Engineering Facilities	
		Phone Number: 213-922-5258	
Attachment(s):			

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 12		Inquiry: Does LACMTA install curb ramps or other sloped areas at any intersection having curbs or other barriers to enter from a street level pedestrian walkway, when streets, roads, highways, or crosswalks are newly constructed or altered, or when the crosswalk is constructed with federal aid?	
Response: Yes, we do. We follow Public Work requirements.			
Name of Person Responding: Aspet Davidian, AIA		Job Title: Director, Project Engineering Facilities	Phone Number: 213-922-5258
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Transition Plan Requirements Item Number: 13		Inquiry: Is LACMTA installing detectable warnings in the form of truncated domes in curb ramps when roadways with pedestrian facilities are altered?	
Response: Yes			
Name of Person Responding: Aspet Davidian, AIA		Job Title: Director, Project Engineering Facilities	Phone Number: 213-922-5258
Attachment(s):			

Review: A - ADA Compliance Section: Title II ADA Communication Requirements Item Number: 1		Inquiry: Does LACMTA provide auxiliary aids (sign language interpreters, readers, Braille, large print text, etc.) upon request to program participants with disabilities? If yes, please describe the frequency that LACMTA receives requests for such services and provide examples.	
Response: Yes. Closed captioning/signing is provided upon request for service sector/board meetings, which are approximately 6-8 times a year. Material in Braille and large print is provided at all of LACMTA's Accessibility Advisory Committee meetings (10 per year) as well as a live captionist. No other requests for materials in alternative formats have been received.			
Name of Person Responding: Michelle Jackson		Job Title: Board Secretary	Phone Number: 213-922-4605
Attachment(s):			

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Communication Requirements Item Number: 2	Inquiry: How does LACMTA notify the public and other interested parties that auxiliary aids will be provided upon request (e.g., via public meeting announcement)? Please provide examples.	
Response: The following standard language is included in all notices: <p align="center">Upon request, foreign language translation, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday.</p>		
Name of Person Responding: Michelle Jackson	Job Title: Board Secretary	Phone Number: 213-922-4605
Attachment(s):		

<p>Review: A - ADA Compliance Section: Title II ADA Communication Requirements Item Number: 3</p>	<p>Inquiry: Is the LACMTA Web site and all of its contents accessible to individuals with hearing or visual impairments?</p>
<p>Response:</p> <p>LACMTA's core information is in compliance with the ADA requirements. We have on going efforts to meet our goal of making accessible 100% of the website contents, as described below.</p> <p>Metro Communications web staff has endeavored to implement, practice and evangelize best practices towards Web ADA Compliance. Below is a summary of Metro's current ADA Web Compliance status.</p> <p>Metro's public-facing website, <i>metro.net</i>, is required to ensure core information is accessible to all customers; this includes <u>schedule, route and fare information; use of Trip Planner; and the Customer Comment form</u> are accessible to users with disabilities.</p> <p>Along with a contractor specializing in ADA Web Compliance, web staff have gladly completed this task – making our core information Section 508 Compliant, as set forth in the WCAG (Priority 1 and Priority 2 checkpoints) developed by the World Wide Web Consortium. This task was completed July 2009; hardcopy and digital validation reports are available for your reference. The reports cover the required testing and validation for the areas highlighted in the legal action, here is a summary:</p> <ul style="list-style-type: none"> • Bus and Rail Timetables (PDFs tagged for optimal reading by assistive device users). These PDFs were then validated for compliance using Section 508, WCAG 2.0 and Adobe standards. As compliance work was implemented on the base template, all timetables produces moving forward are compliant; • Trip Planner @ http://socaltransport.org/tm2_text.php (simple version validated for HTML and template compliance). A simple version, without images, is available for impaired users; • Customer Comment form (Form templates validated for compliance). Along with the primary Customer Comment Form @ http://webapps2.metro.net/customercomments/, additional forms used for fare info, reduced fare applications are also compliant; and • Riding Metro core information (HTML structure and templates validated for compliance). As web staff was rebuilding the website, page templates, global navigation, and footer components were designed and implemented to be compliant from the get-go. As a result, core information sections to use Metro system such as 'How to Ride' or 'Getting Started', Fare Information, Service Updates, Safety & Security, etc are compliant. <p>Additional Steps towards Compliance</p> <p>In addition, we have initiated the following changes to improve our service and transit information to our customers that go above and beyond the requirements of the legal action. We have:</p> <ul style="list-style-type: none"> • Updated our Riders with Disabilities information onsite @ http://www.metro.net/around/riders-disabilities/, adding Accessibility Advisory Committee information and agendas in compliant HTML; • Added site information that describes our accessibility practices/standards @ http://www.metro.net/about/site-information/using-metronet/ • We are in the midst of adding additional functionality for our customers using other types of 	

devices to access metro's website. For example, we've just released lite.metro.net, delivering our site info tailored especially for mobile or assistive technology users;

- Videos are now being closed captioned for the hearing impaired;
- Images contained site wide contain basic, descriptive ALT tags for assistive technology users;
- Our pages are now structure to be viewable by the largest audience, no matter how they access Metro.net. For example, visitors using a screen reader or mobile device get it; users that don't require JavaScript or other coding languages (and have it turned out) will still get the core information the need site wide;
- For blind customers, our CSS styling utilizes standard Heading 1 (H1) and Heading 2 (H2) formatting for a more structured screen reading experience;
- We're converting all critical or core information currently in PDF format to HTML for optimal reading by our disabled customers. For example we are going to soon release HTML Board Agendas and HTML timetables for use on site. Timetables are the most popular/used items other than the Trip Planner and Maps onsite, routing info in an HTML format will be a great asset to our disabled customers.

Staff Training

Web Compliance training for individuals responsible for producing content for the website was concluded January 2010.

- **Schedule Makers** (Those who produce paper schedules/timetables in Operations). Schedule makers were trained on how to produce compliant PDFs with complex tables; this technical training included proper document structure, applying heading and table header tags for screen readers.
- **Communications Staff** (Those who produce 'customer information' collateral in Communications). Communication staff such as Account Executives, Project Managers, Designers, and Webmasters were trained on compliance best practices; this overview and technical training included proper document structure, applying heading and table header tags for screen readers, color validation, and text selection.

Non-compliant Information on metro.net

Of the remaining site, only the legacy or archived information has not been tested for web compliance. This means that web applications (developed by IT or a 3rd party) and PDFs that predate summer 2009 have not been tested for web compliance.

Name of Person Responding: Joe Simpson	Job Title: Webmaster, Creative Services	Phone Number: 213-922-2353
Attachment(s): ADA5 – Web Accessibility Validation Report		


California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: A - ADA Compliance Section: Title II ADA Communication Requirements Item Number: 4	Inquiry: Can hearing impaired individuals contact LACMTA via TTD/TTY phone line or an equally effective telecommunications system such as a relay service?	
Response: Hearing impaired individuals may contact Customer Information via a TDD/TTY line. The number is 1-800-252-9040. Also, Call Center staff will assist individuals that use the California Relay Service to acquire the same information provided via TDD/TTY.		
Name of Person Responding: Chip Hazen	Job Title: ADA Compliance Administrator	Phone Number: 213-922-2403
Attachment(s):		

Review:
B - DBE Compliance
Section:
DBE Agreement (LAPM, Exhibit
9A)
Item Number: 1

Inquiry:
Provide a copy of your DBE policy. How is the policy disseminated?
(DBE Agreement, Section II)

Response:



**Metropolitan
Transportation
Authority**

One Gateway Plaza
Los Angeles, CA
90012-2952

Statement of Objectives/Policy

Section 26.1, 26.23 Objectives/Policy Statement


The Los Angeles County Metropolitan Transportation Authority (MTA) has established a Disadvantaged Business Enterprise (DBE) program in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 26. As a recipient of Federal financial assistance from the Department of Transportation, and as a condition of receiving this assistance, the MTA has signed an assurance that it will comply with 49 CFR Part 26.

It is the policy of the MTA to ensure that DBEs defined in 49 CFR Part 26 have an equal opportunity to receive and participate in DOT-assisted contracts. The objectives of the DBE Program include:

1. To ensure nondiscrimination in the award and administration of DOT – assisted contracts;
2. To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts;
3. To ensure that the DBE Program is narrowly tailored in accordance with applicable law;
4. To ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs;
5. To help remove barriers to the participation of DBEs in DOT assisted contracts;
6. To assist the development of firms that can compete successfully in the market place outside the DBE Program.

The Deputy Executive Officer (DEO) of the Diversity and Economic Opportunity Department (DEOD) has been delegated as the DBE Liaison Officer. In that capacity, the DEO is responsible for implementing all aspects of the DBE program. Implementation of the DBE program is accorded the same priority as compliance with all other legal obligations incurred by the MTA in its financial assistance agreements with the Department of Transportation.

MTA will disseminate this policy statement to the MTA Board of Directors and circulate to all components of the Authority. In addition, MTA will distribute this statement to DBE and non-DBE communities and business organizations. Distribution will be accomplished through posting on the MTA website and publication in vendor and small business newsletters, and through electronic notification to DBE firms.



Roger Snoble
Chief Executive Officer

7-30-02

Date

The DBE policy is disseminated through the following means:

Posted on Metro website at the below web link:

http://www.metro.net/about_us/deod/images/dbe_objectives_policy.pdf

Placed in DBE Instructions to Bidders/Proposers (section 101) for Metro bid/proposal solicitation documents funded in whole or in part with federal funds.

Placed in Contract Compliance instruction manual distributed to prime contractors and DBE and non-DBE subcontractors performing on Metro contracts funded in whole or in part with federal funds.

Name of Person Responding:

Tashai R. Smith

Job Title:

Contract Compliance Manager

Phone Number:

213-922-2128

Attachment(s):

Excerpt from DBE Instructions to Bidders/Proposers and Forms referencing Policy Statement in Section D101.
Excerpt from Diversity & Economic Opportunity Department Contract Compliance Manual (Federal- FHWA) referencing Policy Statement in Section 101.

DBE INSTRUCTIONS TO BIDDERS/PROPOSERS AND FORMS

D100 DBE PROGRAM

D100 **FEDERAL OBLIGATION:** The Los Angeles County Metropolitan Transportation Authority (Metro), as a recipient of federal financial assistance, is required to take all necessary and reasonable steps to ensure nondiscrimination in the award and administration of contracts. Consequently, the federal regulatory provisions of 49 Code of Federal Regulation (CFR) Part 26, as amended, concerning the utilization of Disadvantaged Business Enterprises (DBE) applies to this contract.

D101 **METRO POLICY STATEMENT:** Metro has established a DBE Program in accordance with 49 CFR Part 26. It is the policy of Metro to implement the following steps in the administration of its program to ensure DBEs have an equal opportunity to receive and participate on Metro DOT-assisted contracts:

1. To ensure nondiscrimination in the award and administration of DOT-assisted contracts;
2. To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts;
3. To ensure that the DBE program is narrowly tailored in accordance with applicable law;
4. To ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs;
5. To help remove barriers to the participation of DBEs in DOT assisted contracts; and
6. To assist the development of firms that can compete successfully in the marketplace outside the DBE program.

D102 **INTERPRETATION:** Any conflict, error, omission or ambiguity which may arise between these instructions and the federal regulations or Metro's DBE Program shall be resolved first in favor of the federal regulation and second Metro's DBE program.

D103 **METRO OVERALL DBE GOAL:** As a requirement of compliance with 49 CFR Part 26, Metro has set an overall goal for DBE participation on its federally assisted contracts. The overall goal applies to federal-aid funds Metro expects to expend for the fiscal year. Metro will strive to meet its overall goal through race neutral measures. Metro supports the use of race neutral measures to facilitate participation of DBEs and other small businesses, and encourages prime contractors to subcontract portions of their work that they might otherwise perform with their own forces. To ascertain whether the overall DBE goal is being achieved, Metro will track the dollar amount paid to all certified DBE firms performing work called for in this contract that is eligible to be credited toward Metro's overall goal.

DIVERSITY & ECONOMIC OPPORTUNITY DEPARTMENT CONTRACT COMPLIANCE MANUAL (FEDERAL- FHWA)

SECTION 100 DISADVANTGED BUSINESS ENTERPRISE PROGRAM

100 **FEDERAL OBLIGATION:** The Los Angeles County Metropolitan Transportation Authority (Metro), intends to receive federal financial assistance from the U.S. Department of Transportation (DOT) through the California Department of Transportation (Caltrans), and as a condition of assistance, Metro agrees to implement the State of California, Department of Transportation Disadvantaged Business Enterprise (DBE) Program Plan (Caltrans DBE Program) as it pertains to local agencies. Metro shall take all necessary and reasonable steps to ensure nondiscrimination in the award and administration of DOT-assisted contracts. Consequently, the federal regulatory provisions of 49 Code of Federal Regulation (CFR) Part 26, as amended, concerning the utilization of Disadvantaged Business Enterprises (DBE) applies to this federal-aid contract.

D201 **TERMS AS USED IN THIS DOCUMENT:**

1. The term "Disadvantaged Business Enterprise" or "DBE" means a for-profit small business concern owned and controlled by a socially and economically disadvantaged person(s) as defined in Title 49, Part 26.5, Code of Federal Regulations (CFR).
2. The term "Underutilized Disadvantaged Business Enterprise" or "UDBE" is a firm meeting the definition of a DBE as specified in 49 CFR and is one of the following groups: Black American, Asian-Pacific American, Native American, and Women.

The DBE requirements set forth in this Contract Compliance Manual (Manual) refers to both DBE and UDBE firms unless other wise noted.

101 **METRO POLICY STATEMENT:** It is the policy of Metro to implement the following steps in the administration of its program to ensure DBEs have an equal opportunity to receive and participate on Metro Department of Transportation (DOT)-assisted contracts:

1. To ensure nondiscrimination in the award and administration of DOT-assisted contracts;
2. To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts;
3. To ensure that the DBE program is narrowly tailored in accordance with applicable law;
4. To ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs;
5. To help remove barriers to the participation of DBEs in DOT assisted contracts; and
6. To assist the development of firms that can compete successfully in the marketplace outside the DBE program.

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

<p>Review: B - DBE Compliance Section: DBE Agreement (LAPM, Exhibit 9A) Item Number: 2</p>	<p>Inquiry: For the Federal Fiscal Year (FFY) 2009 (October 1, 2008 to September 30, 2009), what race-neutral measures have you implemented per the DBE Implementation Agreement for Local Agencies? Please provide documentation. (DBE Agreement, Section V)</p>
<p>Response:</p> <p>For Federal Fiscal Year (FFY) 2009, Metro implemented outreach activities supporting the following race-neutral measures:</p> <p>A. Arranged solicitations, times for the presentation of bids, quantities, specifications, and delivery schedules in ways that facilitate DBE, and other small businesses, participation (e.g., unbundling large contracts to make them more accessible to small businesses, requiring or encouraging prime contractors to subcontract portions of work that they might otherwise perform with their own forces).</p> <p>Initiated a Highway Programs Planning and Deliverables Bench. This bench will assist small businesses in participating in general planning and design of multimodal transportation projects, environmental assessments, public outreach services, project management support and surveying services. This bench will also provide an opportunity for smaller firms to become prime contractors. Many of the projects listed are smaller in scale and need to be completed in a short time, which smaller businesses can take advantage of;</p> <p>B. Provide assistance in overcoming limitations such as inability to obtain bonding or financing (e.g., by such means as simplifying the bonding process, reducing bonding requirements, eliminating the impact of surety costs from bids, and providing services to help DBEs, and other small businesses, obtain bonding and financing);</p> <p>Metro established a Commercial Insurance Broker Panel as a resource for those who lack the insurances required to meet contractual obligations.</p> <p>C. Provide technical assistance and other services;</p> <p>Metro conducts monthly small business orientation workshops to help small businesses understand how to do business with Metro. The orientation explains what requirements a business must have in order to do business with Metro, what certifications are required for certain programs and or types of projects, the types of projects Metro typically performs, where to find project solicitations and how to obtain other metro information. Additionally, small business owners can also meet Metro procurement staff in their area of expertise to ask questions when staff are available.</p> <p>D. Carry out information and communication programs on contracting procedures and specific contract opportunities (e.g., ensuring the inclusion of DBEs and other small businesses on recipient mailing lists of bidders; ensuring the dissemination to bidders on prime contracts of lists of potential subcontractors; provision of information in languages other than English, where appropriate);</p> <p>Metro holds informational meetings to provide opportunities for small businesses to dialogue with potential prime contractors bidding on large construction projects.</p> <p>Metro prepares and disseminates "Contract Look-Ahead" information to the small business community. These Contract Look-Aheads detail upcoming projects, prime and subcontracting opportunities.</p> <p>Metro posts events on its web based calendar providing information on small business workshops, procurement fairs, meetings and other small business events. The resources listed are regional and not specific to Metro.</p> <p>E. Provide services to help DBEs and other small businesses, improve long-term development, increase opportunities to participate in a variety of types of work, handle increasingly significant projects, and achieve eventual self-sufficiency;</p>	

The Transportation Business Advisory Council (TBAC) is comprised of small business organizations that work with Metro staff to foster innovative ways to serve the small business community.

“Meet the Primes” is a unique opportunity for small businesses to build relationships with large contractors who are doing business in southern California. Small businesses have the opportunity to share their products, services and professional expertise with about 20 prime contractors, and meet key MTA personnel at this annual event. Building relationships with prime contractors before a contracting opportunity materializes is key to successfully being able to team when pursuing contracting opportunities.

“Meet the Buyers” is an opportunity for businesses to sit down and have face time with MTA’s contract administrators and buyers. Business owners can share their products and services with MTA staff, and receive assistance and information on registering as a Vendor, becoming a certified small business, completing prequalification requirements, enrolling in MTA Small Business Orientation, and meeting key MTA personnel. This event occurs at least two times per year.

- F. Ensure distribution of DBE directory through print and electronic means to the widest feasible universe of potential prime contractors;

MTA staff provides assistance and information to small businesses, prime contractors and other public agencies seeking listings of certified minority and women owned businesses. Metro participates in the California Unified Certification Program (CUCP) and directs all interested parties to the Disadvantaged Business Enterprise (DBE) Database which contains information on certified DBE firms, and is updated daily. The link to the CUCP webpage is also on Metro’s website;

CUCP Database <http://www.dot.ca.gov/ucp/GetLicenseForm.do>

Name of Person Responding: Keith Compton	Job Title: Outreach Manager	Phone Number: (213) 922-2406
Attachment(s): Highway Programs Planning and Deliverables Bench Agenda (1 page) Small Business Orientation & Certification Workshop materials (12 pages) Invitation to “Meet the Buyers” 6-4-2009 and roster of registered DBE/SBE firms Invitation to “Meet the Primes” 1-29-2009 DBE1 - Documentation of DBE Race-Neutral Measures		

PROJECT: Highway Programs Planning and Deliverables Bench

SCOPE: Los Angeles County Metropolitan Transportation Authority (Metro) Highways Program is seeking to establish Bench Contracts in various disciplines as outlined in the Statement of Qualifications (SOQ), to assist in general planning and design of multimodal transportation projects, environmental assessments, public outreach services, project management support, and surveying services.

ISSUE DATE: April 26, 2010

PRE-BID: 05/13/2010, 1:00 p.m., Board Room, 3rd Floor,
Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012

WORKSHOP: 05/26/2010, 10:00 a.m., Board Room, 3rd Floor,
Metro Headquarters, One Gateway Plaza, Los Angeles, CA 90012

DUE DATE: 07/27/2010, 2:00 p.m., Procurement Receptionist, 12th Floor,
MTA Headquarters, One Gateway Plaza, Los Angeles, CA 90012

CONTACT: Amy Wang: (213) 922-2632 email: wangamy@metro.net

To obtain a copy of the RFIQ, fax or email your request to Amy Wang, (213) 922-3883 include name, address, phone#, and contact person, or download from our web site at: <http://www.metro.net>.

For Bids/Proposals over \$100,000, Pre-Qualification is required. Fax your questions to
(213) 922-4150
or visit: <http://www.metro.net/ebb/PQA/vprequal.htm> for more information

Please Note: If you are not a registered vendor with Metro, please register by going to www.Metro.net. If you have questions regarding our registration process, you can contact us at 213-922-1037.

Amy Wang
Sr. Contract Administrator
Los Angeles County Metropolitan Transportation Authority
12th Floor Receptionist (99-12-1)
One Gateway Plaza
Los Angeles, CA 90012
213-922-2632



**Los Angeles County
Metropolitan Transportation Authority**

SMALL BUSINESS ORIENTATION & CERTIFICATION WORKSHOP

**Metro Headquarters
Small Business Center, 13 Floor**

December 9, 2008

AGENDA

- I. Overview of Metro
- II. Diversity and Economic Opportunity Department (DEOD)
- III. Small Business Certification Programs
- IV. Pre-Qualification
- V. Procurement Opportunities
- VI. Procurement Staff
- VII. Transportation Business Advisory Council (TBAC)



WHAT IS THE LA COUNTY METROPOLITAN TRANSPORTATION AUTHORITY (Metro)?

Assembly Bill 152 created Metro by merging the LA County Transportation Commission (LACTC) and the Southern California Rapid Transit District (RTD). The merger became effective April 1, 1993.

Metro is governed by a 13-member board, comprised of the five LA County Supervisors, the Mayor of Los Angeles, three LA Mayor-appointed members, and four city council members representing the other 87 cities in Los Angeles County. The board meets monthly in sessions open to the public.

Metro coordinates transportation planning and program implementation to improve mobility and maximize transportation dollars in Los Angeles County. With an annual budget of over \$3 billion, Metro is developing an integrated transportation network called the Metro System, which utilizes a multi-modal approach incorporating bus, rail, transportation demand management, bikeways, and highway improvements.

STEPS FOR CONDUCTING BUSINESS WITH METRO

Diversity And Economic Opportunity Department (DEOD)

Metro is dedicated to open competition and equitable treatment of all potential businesses in the procurement process and administration of contracts. This is true from procurement planning through solicitation, contract award, negotiations (when applicable), contract administration, and close-out. The DEOD is responsible for the development and implementation of strategies to include the small business community in the Metro procurement process and administration.

The DEOD assists small businesses with vendor registration and certification of eligible firms under the Disadvantaged Business Enterprise (DBE), Small Business Enterprise (SBE), and/or Minority and Women Business Enterprise (M/WBE) programs. These programs have set criteria and eligibility requirements that must comply with Federal and State laws and regulations.

Small Business Vendor Registration

Metro's Purchasing and Contracts Departments maintain a database of vendors interested in conducting business with the Authority. To be added to the Metro vendor database, fax your request to 213-922-1007 and provide your company name, address, phone number, contact name, e-mail address, and one or two sentences describing the product or service your firm provides. All vendors in the database receive

notification of various Metro contracting opportunities depending on their business specialty.

Certification Programs and Eligibility Requirements

Certification program implementation is the government's response to remedy the effects of current and past discrimination against small businesses owned and controlled by socially and economically disadvantaged individuals.

Metro follows three certification programs designed to guarantee small business inclusion in its procurement and contract administration. The federal program is the Disadvantaged Business Enterprise (DBE), the state program is the Small Business Enterprise (SBE), and the local program is the Minority/Women Business Enterprise (M/WBE). Depending on project's funding source, Metro is required to set certain goals to guarantee small businesses are included in the procurement process as contractors or subcontractors. A small business procurement opportunity is relative to the project's scope of work. Federally funded projects have DBE goals, state/locally funded projects have SBE goals, and locally funded projects have M/WBE goals.

Disadvantaged Business Enterprises (DBE).

A small business concern that is (a) at least 51% owned and controlled by one or more socially and economically disadvantaged individuals or in the case of any publicly-owned business, at least 51% of the stock of which is owned and by one or more socially and economically disadvantaged individuals; and (b) the management and daily business operations of which are controlled by one or more socially and economically disadvantaged individuals who own it as defined by the Code of Federal Regulations 49 part 26.

Small Business Enterprises (SBE).

An SBE is a small business which meets the standards for an SBE firm with respect to business size, ownership and control and is eligible to participate in all Metro projects, the contracts for which are funded from sources other than those that are federally assisted. The firm seeking Small Business Enterprise (SBE) certification need not be owned or controlled by a particular racial or gender group since the SBE program is race and gender neutral program, in compliance with the requirements of California Proposition 209. It provides a level of playing field for small business.

Minority Business Enterprise (MBE)

A concern which is (a) at least 51% owned by one or more minorities or, in the case of any publicly owned business, at least 51% of the stock of which is owned by one or more minorities; and (b) whose



Metro

What is the Diversity and Economic Opportunity Department

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The DEOD assists small businesses with vendor registration and certification of eligible firms under the Disadvantaged Business Enterprise (DBE), Small Business Enterprise (SBE), and/or Minority and Women Business Enterprise (M/WBE) programs. These programs have set criteria and eligibility requirements that must comply with Federal and State laws and regulations.

For more information, please visit us at

http://www.metro.net/about_us/deod/default.htm

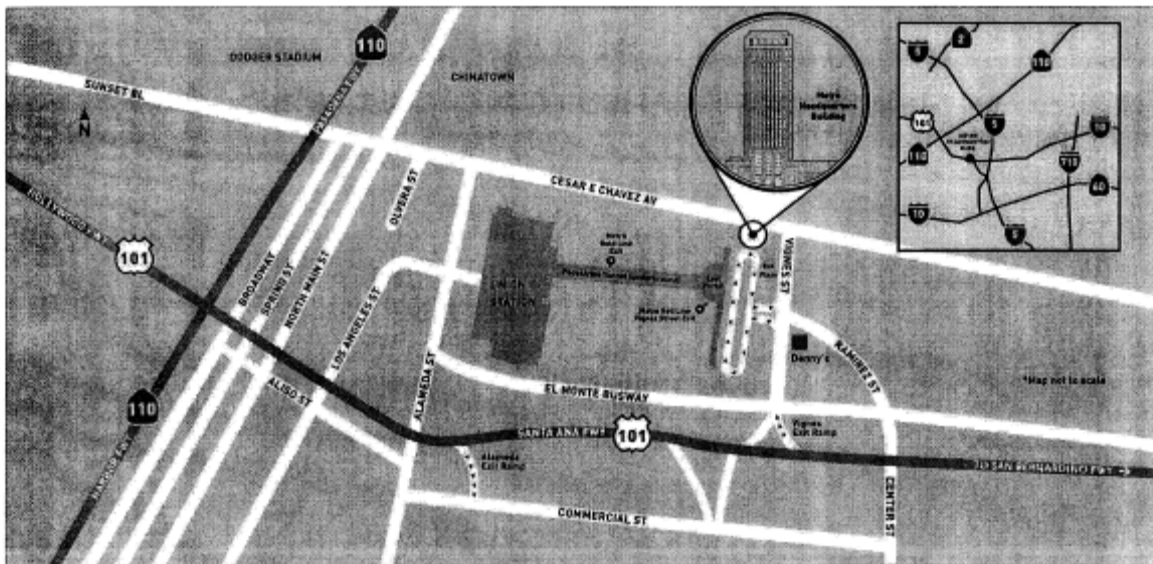
Metro's Diversity and Economic Opportunity Department (DEOD)

Small Business Orientation and Certification Programs Monthly Meeting

Second Tuesday of The Month
10:00 am -12:00 pm

Metro Headquarters Building, 13th Floor
One Gateway Plaza
Los Angeles, California 90012
Parking is \$6.00

RSVP required. Please contact Sherman Gay at
213.922.3502, or e-mail at gays@metro.net



California Department of Transportation
ADA , DBE & Title VI Compliance Review

Gay, Sherman

From: Gay, Sherman
Sent: Tuesday, December 09, 2008 8:51 AM
To: Penn, Mark; Goodwin, Stephen; Ramirez, Victor; Moore, Gregory; Page, Ivan; Mitchell, Al; Bachman, Richard; Katkaphan, Vimol
Cc: Warrensford, Bruce; Kinsel, Jeanne; Dwyer, Donald; Origel, Fred
Subject: FW: DEOD SMALL BIZ & CERT MONTHLY WORKSHOP TUESDAY, December 9, 2008 11:00AM TO 12:00PM
Importance: High
Attachments: 08_2861_DEOD_Workshop_Notice_copycenter.pdf

Robin and Marsha Lawrence support services	MLM & Associates Engineering robin@mlmeng.com	Engineering Management & environmental
Jorge crastz Services	Tigon solutions jorge@tigonsolutions.com	IT products and
Julius Argumedo Computers	Computer 1 Product julius@computer1products.com	
Robert Tamayo, Computers	Computer 1 Product gerrya@computer1products.com	
Gerald Argumedo Computers	Computer 1 Product robert@computer1products.com	
Thomas Fields Services	Thomas Fields Assoc. tfieldsmc@verizon.net	Advertising & Marketing
Patricia Margosian ideas	Juvecreative patricia@JuveCreative.com	Advertising, branding, Print and Web
Rockford Hunt Advertising .	Sensis rhunt@sensisagency.com	
Christine Ohama [chriso@wbindustries.com]	WBT Industries	Promotions Christine Ohama

12/9/2008



Metro

Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

LACMTA CONTRACTOR PRE-QUALIFICATION PROGRAM SUMMARY

WHAT IS THE METRO CONTRACTOR PRE-QUALIFICATION APPLICATION?

It is an application that must be complete by potential bidders and submitted to the Pre-Qualification Office. It is used by the Metro to ensure that the firms we do business with are responsible, trustworthy, and viable. The Pre-Qualification process is unrelated to other certification requirements (i.e. DBE or SBE) and is unique to the Metro.

WHO MUST COMPLETE IT?

The Pre-Qualification Application (Application) must be completed by anyone seeking to do business with the Metro for \$100,000 or more, including contractors, consultants, first-tier subcontractors and direct suppliers.

WHEN IS IT DUE?

The Application should be submitted no later than five business days prior to bid or proposal due date. Applications submitted late may not be processed in connection with that bid/proposal, but will be processed for future procurements. If you want to submit a "general" application for future work you may do so at any time.

OBTAINING AN APPLICATION

Applications can also be downloaded from the Metro web site (www.metro.net), or you can request one be mailed or e-mailed (contact info below).

WHEN PREPARING YOUR APPLICATION

Read the instructions, and don't wait until the last minute. Please don't leave questions unanswered, fully disclose all relevant information, and don't forget the attachments (financial information and licenses, and resumes if required). Applications submitted to the Pre-Qualification Office that are missing significant information will be returned to the sender unprocessed.

WHEN SUBMITTING YOUR APPLICATION

Applications and/or Validation Forms (see below) must be submitted directly to the Pre-Qualification Office no later than five business days before bid/proposal due date. Failure to submit your application on time may result in your bid/proposal being determined non-responsive. Do not place any pre-qualification documents in your bid or proposal.

HOW LONG IS PRE-QUALIFICATION APPROVAL VALID

Pre-Qualification approval is good for two years. If your firm was approved within the last two years, you do not need to submit a new application. However, you must submit a notarized Validation Form and any updating information, such as your latest financials. The Validation Form is the last page of the application, and one will be sent to you with the approval letter. If you aren't sure what your firm's status is, contact us.

CONFIDENTIALITY

All documentation submitted in connection with the pre-qualification requirement is treated as confidential and is protected from public disclosure by California Law (PUC Section 99154).

FOR MORE INFORMATION, CONTACT THE PRE-QUALIFICATION OFFICE AT:

PHONE: 213-922-4130 FAX: 213-922-4150 E-mail: pre-qual@metro.net website: www.metro.net



Metro Doing Business with Metro

metro.net

Metro Contractor Pre-Qualification Program

California Public Utilities Code §130051.21 and Ordinance #4-05 of Metro's Administrative Code requires firms to be pre-qualified prior to doing business with us.

Metro's ordinance # 4-05 specifically exempts certain firms from the pre-qualification process. Pre-qualification is required for all firms not exempted from the process if their bid or proposal will exceed \$100,000. In preparation of future business opportunities, firms are encouraged to submit applications in advance when possible.

Pre-Qualification approval is dependent on a firm submitting either a pre-qualification application, or a validation form if they have a current approved pre-qualification status. Information submitted in connection with the pre-qualification process is kept confidential and is protected from public disclosure by State law. Metro's Inspector General may request access to information provided on the application, related documents or supplemental data.

New firms or firms that received a pre-qualification approval more than two years ago are required to submit a pre-qualification application. The application covers areas such as company history, experience, financial status and general business integrity. The pre-qualification process includes verifying the information provided on the application and searching public records and the company's credit history using Experian or similar database. Discrepancies must be cleared prior to pre-qualification approval. Companies are notified in writing of their pre-qualification approval or denial.

There are two different applications depending on the type of business you are seeking. Construction firms, or firms intending to seek contracts on construction projects, should complete the Construction Related Projects application. All other firms should complete the Other Than Construction Projects application.

The Applications and Validation Form are available from the following sources:

1. Download directly from this Web Page (hyperlinks above); or
2. Send an e-mail request to pre-qual@metro.net; or
3. Request by fax at 213-922-4150; or
4. Request by phone at 213-922-4130; or
5. Mail a request to

Metro Pre-Qualification Office
Mail Stop 99-21-3
One Gateway Plaza
Los Angeles, CA 90012-2952

Pre-qualification approval is good for two years. During that time, approved firms that wish to bid or propose on additional solicitations that will exceed \$100,000 must submit a one-page Validation form along with any updated information. Firms will be notified in writing once the validation process is complete.

This information is provided as a service to those who want access to Metro through an Internet site. The information contained in this system is subject to change at any time. Please contact the Pre-Qualification Office by phone or e-mail us at, pre-qual@metro.net, for the most current information available.

Your comments are welcomed. Submit your comments via our Feedback Form by [clicking here](#).

[Return to Doing Business with Metro](#) | [Click here to return to metro.net Home](#)

<http://www.metro.net/EBB/PQA/vprequal.htm>

5/2/2008

Wednesday, December 03, 2008



Metro Doing Business with Metro

Current Solicitations Sorted by Due Date

To get more information on a specific solicitation, click on the solicitation number

Number	Title	Type	Due Date
09-0010	Safety Glasses and Respirators including amendment 1 & 2	IFB	01/29/2009
C0903	Bauchet Street Storage and Facilities Maintenance Structure	IFB	01/19/2009
09-0009	Bus Batteries including amendments 1, 2 & 3	IFB	01/14/2009
09-0011	Bus - Master Overhaul Kits including amendment 1	IFB	01/07/2009
PS09052103	ARBITRAGE REBATE CALCULATION SERVICES	RFP	01/06/2009
PS4230-2295	System-Wide On-Board Origin-Destination Survey	RFP	12/29/2008
PS4370-2283	Public-Private Partnership Consulting Services including amendment 1	RFP	12/29/2008
OP39602214R	Displays for Metro Rail Operations Center including amendment 1 & 2	IFB	12/23/2008
OP31502257	Bus Procurement for up to Forty-five 30-32 Foot Low Floor, CNG Buses includes Forms including amendment 1, 2 and forms.	IFB	12/19/2008
C0930	Division 7 Storeroom Renovation & Equipment Installation.	IFB	12/18/2008
09-0013	Brand New Toner and Cartridges	IFB	12/18/2008
09-0012	Penetrant and Silicones	IFB	12/10/2008
C0931	JIB CRANE & FALL ARREST SYSTEM	IFB	12/10/2008
OP34342212	Ballast Regulator Includes Amendment no. 1, 2, 3, 4 & 5	RFP	12/02/2008
PS09643017	Water Treatment Services and Supplies including amendment 1	RFP	12/01/2008
OP34342296	MOBILE THEATER including amendments 1 & 2	RFP	12/01/2008
C0882	I-405 Sepulveda Pass Widening Project Issuance of Request For qualifications	RFQ	N/A

Construction Solicitations above are also on [eBidboard](#) website.

Click [here](#) to view Metro's upcoming Contracting Opportunities.

This information is provided as a service to those who want access to Metro through this Internet site. The information contained in this system is subject to change at any time. Please call 213-922-1082 or email [Vendor Relations](#) to request the most current information available.

Metropolitan Transportation Authority
 One Gateway Plaza
 Los Angeles, CA 90012-2952
 213.922.2000 Tel
 metro.net



July 2010

Contract Look-Aheads

#	Project Description	Scope of Work	Project Estimate	Contract Administrator	Project Manager	DEOD Manager	DEOD Contract Compliance Representative	Goal Status	Anticipated Advertise Date
Professional Services									
1	Joint Development Bench	Metro is seeking to hire an economic/financial consultant to assist in the conduct of feasibility studies and a planning/urban design/architectural firm to assist in developing conceptual site plans Potential Subcontract Opportunities by NAICS: 518210 - Data Processing, Hosting, and Related Services 541330 - Engineering Services 541340 - Drafting Services 541490 - Other Specialized Design Services 541511 - Custom Computer Programming Services 541519 - Other Computer Related Services 541611 - Administrative Management and General Management 541614 - Process, Physical Distribution, and Logistics Consulting 541618 - Other Management Consulting Services 541990 - All Other Professional, Scientific, and Technical Services	Indefinite delivery / indefinite quantity, bench contract	Maryumi Ewon, LyonM@metro.net	Nela Curtodio, CurtodiaN@metro.net	Tashat Smith, smish@metro.net	Bud Boyd, BoydB@metro.net	15% DBLP and 15% SBE Established	18-Jun-2010
2	Pest Control Metro Buses - Multi-year Contract	Metro is seeking the services of a licensed pest control company to perform pest management services for buses at eleven bus divisions Potential Subcontract Opportunities by NAICS: 561710 - Exterminating & Pest Control	\$5,000,000	Nicole Dang, DangC@metro.net	Michael Smaage, SmaageM@metro.net	Tashat Smith, smish@metro.net	Barbara Thompson, thompson@metro.net	5% SBE Established	To Be Determined
3	Safety Prescription Eyewear Program	Metro is seeking a safety prescription eyewear contractor to provide occupational optical goods to MTA employees to enter or work in hazardous areas	\$46,200	Maria V. Lechuga, LechugaM@metro.net	Hoon Nguyen, NguyenHo@metro.net	Tashat Smith, smish@metro.net	Violeta Aguilon, aguilon@metro.net	No SBE % Established	N/A
Construction (No Projects)									

Metropolitan Transportation Authority
 One Gateway Plaza
 Los Angeles, CA 90012-2952
 213-922.2000 Tel
 metro.net

July 2010

Contract Look-Aheads



Metro

#	Project Description	Scope of Work	Project Estimate	Contract Administrator	Project Manager	DEOD Manager	DEOD Contract Compliance Representative	Goal Status	Anticipated Advertise Date
1	<p>Design & Construction</p> <p>Express Lanes Toll System Integrator: Design, Deploy, Operate, and Maintain Hot Lanes and Mainline Hot Lanes</p> <p>Metro is working in cooperation with California Department of Transportation (Caltrans) to design, construction, operate, and maintain the Hot Lanes Project which replaced the existing High Occupancy Vehicle (HOV) Lanes on I-30 and I-110 with dynamically-priced HOT lanes, charging a toll to all vehicles that are not currently allowed to ride on the HOV lanes.</p> <p>Potential subcontract opportunities by NAICS:</p> <p>Design: 341330 - Tolling Field DSN, Communication Design, Construction Management - Civil Design 237310, 484110, 484220 - Bridge - Concrete, Rebar 238110, 237130, 237310, 238210 - Conduits - Fiber Optic & Eq 499990, 238210 - Signage/Surveying/Traffic Control 238120, 237130, 238190, 238990 - Fencing, Striping/Fencing O&M: 541813, 561110 - Marketing Consulting Services, Office Administrative Services 541219, 541211 - Accounting Services, CPA 561210 - Facilities Support Services 561720 - Janitorial Services</p>	\$84,707,281	Ivan Page, PageI@metro.net	Stephanie Wiggins, wiggins@metro.net	Tishah Smith, smith@metro.net	Linda Perryman, perryman@metro.net	FHWA UDDE Coalition - Jun-2010 Established 40% Design, 13% Construction, 29% O&M		
Equipment (No Project)									
Material/ Supplies									
1	Bus - Electrical Harness Assemblies	Metro is seeking to replenish the stock for bus electrical harness assemblies	\$130,000	Orzo Ojong, OjongO@metro.net	Cathy Kaminaki, KaminakiC@metro.net	Tishah Smith, smith@metro.net	Yolena Aguilos, aguilos@metro.net	NO DALP % Established To Be Determined	
Other (No Project)									

DISCLAIMER
 All information provided above is subject to change. If you are interested in any of the projects, please contact the listed Contract Administrator and/or go to www.Metro.net Click on Doing Business with Metro and go to Contracting Opportunities and Future Contracting Opportunities for updated bid/ proposal opportunities.

LEGEND
 DALP - Disadvantaged Business Enterprise (DBE) Anticipated Levels of Participation
 SBE - Small Business Enterprise
 WBE V/ALP - Women Business Enterprise Voluntary Anticipated Levels of Participation
 MBE V/ALP - Minority Business Enterprise Voluntary Anticipated Levels of Participation
 UDEE - Caltrans DBE Program Underutilized Disadvantaged Business Enterprise To Be Determined - Contact Contract Administrator for Updated Information
 N/A - Formal Advertisement Not Required - Contact Contract Administrator for information

Procurement and Material Management Contact List



Transportation Business Advisory Council (TBAC)

Mission Statement

The Transportation Business Advisory Council (TBAC) was established on May 19, 1992, in Assembly Bill 152, written by Richard Katz. TBAC's function is to advise and make recommendations to the Los Angeles County Metropolitan Transportation Authority (Metro) on matters relating to increasing small business participation in its procurement and contracting programs.

TBAC plays a significant role in assisting Metro in reaching its small business participation goals and has been actively involved with Metro since its inception. TBAC meets once a month at the Metro Headquarters. TBAC is currently comprised of thirteen (13) multicultural business and professional organizations.

As Metro's advisory council, TBAC advocates on behalf of small, disadvantaged, minority, and women-owned businesses by fostering direct communication with their memberships regarding Metro's contracting opportunities.

Membership Criteria

TBAC membership consists of representatives from non-profit business associations with at least 25 members.

Interested organizations must submit a TBAC Application, membership roster, organization bylaws, and most recent Board meeting minutes. Please contact Senior Small Business Outreach Officer Sherman Gay, for more information at 213.922.3502 or e-mail him at gays@metro.net.

TBAC is a voluntary advocacy group representing associations, coalitions, councils, and chambers of commerce since 1992.

Advocating on behalf of:

- Disadvantaged Business Enterprises (DBE)
- Minority Business Enterprises (MBE)
- Women Business Enterprises (WBE)
- Small Business Enterprises (SBE)



REV. 4/09

Objectives

- ❖ Access Current Information for Metro Contract Opportunities
- ❖ Distribute Metro Contract Forecast to the Small Business Community
- ❖ Conduct Outreach Events
- ❖ Develop Small Business Networks

TBAC General Public Meetings are held on the first Thursday of every month at 9:30 am. Agenda items include:

- Details for Metro Capital Projects
- Small Business Certification Program
- Participation Goals for Metro Contracting Opportunities
- Special Topic Speakers Series
- Methods to Increase Small Business Participation

Meeting Location

Los Angeles County Metropolitan
Transportation Authority (Metro)
Headquarters
One Gateway Plaza
Los Angeles, CA 90012-2952

Contact Information

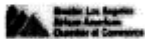
Keith Compton
Manager
Diversity & Economic Opportunity
Department (DEOD)
213.922.2406

TBAC Member Associations

- American Indian Chamber of Commerce of California
- Asian Business Association
- Asian American Architects & Engineers Association
- Black Business Association
- Chinese American Construction Professionals
- Greater Los Angeles African American Chamber of Commerce
- Latin Business Association
- National Association of Women Business Owners
- Regional Hispanic Chamber of Commerce
- Society of Hispanic Professional Engineers – Los Angeles
- Women Construction Owners & Executives USA
- Women's Transportation Coalition
- Women's Transportation Seminar

REV. 4/09

NAWB@LA



ASIAN
BUSINESS ASSOCIATION



Metro

CORDIALLY INVITES YOU ON :
Thursday, June 4, 2009
8:30 a.m. to 12:00 p.m.

“Meet The Buyers”

Metro's Strategic Business Unit (SBU) Chiefs and Procurement Staff

Sponsored by

THE TRANSPORTATION BUSINESS ADVISORY COUNCIL (TBAC)

Metro Headquarters Building
Board Room 3rd Floor and Plaza Level
One Gateway Plaza
Los Angeles, California 90012

This is an excellent opportunity for all small businesses to meet Metro's SBU Chiefs, Project Managers, Buyers and Contract Administrators in Communications, Construction/Project Management, Audit Services, Administrative Services, Planning, Financial Services, Bus and Rail Operations for upcoming contract opportunities.

Everyone interested in doing business with Metro should attend!

For RSVPs, please contact Lizette Garcia via e-mail at garciael@metro.net

Give company name, address, phone numbers and name of attendee.

California Department of Transportation
 ADA, DBE & Title VI Compliance Review

Over 130 DBE/SBE firms were registered to attend this June 4, 2009 "Meet the Buyers" Outreach event.

Company	Name	Signature	Email Address	Invitation From Metro Other (PAC)?
ENI Construction Management Services 2221 Feather Rock Road Diamond Bar, CA 91766	Edward Nicodum		edward@eniconstruction.com	
Energy Plus P.O. Box 47086 Los Angeles, CA 90047 (323) 356-0990	Ernest Gosh, II		ErnestGosh@earthlink.net	
ELI Engineering Consultants 11180 E. Arroyo Blvd. Suite 1 Carroll, CA 90703 862-985-2203	Levi Javer		eliv@eliengineering.com	
Excel Concrete Breaking, Inc. 8028 Emerald Avenue Torre Linda, CA 92686 714-526-0278	Ron Harber Luke Harber		RLHarber@aol.com	
Fabcon, Inc. 7527 Adams St Paramount, CA 90723 562-488-8718	Grant Baker		fabcon@fabcon.net	
GA&E, Inc. 2525 Michelson Dr. #222 Irvine, CA 92612 (949) 470-3727	Orlando Gabriel		ogab@gaandc.com	
Geometry Science & Engineering 300 North Lake Ave., Ste 320 Pasadena, CA 91101 (626) 886-1800	Christina Escobedo Peggy Vaughn		scared@geometry.com	
Gerstone Masonry 8483 Adalberto Ln San Gabriel, CA 91312 (626) 588-4813	John Moreno		Gerstone@earthlink.net	
Geo Environmental, Inc. 2091 Weber Ave., Ste 127 Irvine, CA 92615 (949) 267-5334 x21	Dr. Farhad H. Sakily		hsakily@geoenv.com	
Global Contractors Group P. O. Box 63235 Los Angeles, CA 90066 323-212-1558	Mark Walker		mark@globalcog.com	
Elmer Electric 4444 W. E. Reynolds Blvd Hawthorne, CA 90250 (310) 376-2638	Tyrene Smith John Lisher John Lee		tyrene@elmer.net	

mail Address Invitation From Metro | Other (PAC)?

SYGN - IN STREET (by Company Name)

Company	Name	Signature	Email Address	Invitation From Metro Other (PAC)?
			l@erms@sygn.com	
			slat@erms-engineering.com	
			slat@erms-engineering.com	
			slat@erms-engineering.com	

Company	Name	Signature	Email Address	Invitation From Metro Other (PAC)?
GC Market 729 S. Plymouth Blvd Los Angeles, CA 90005 (310) 244-6661	Andre Richards		Andre_Richards@aol.net	
Griggs and Associates "607 2nd" Street Hawthorne, CA 90216 (310) 830-3102	Tom Griggs		tom@griggsand.com	
HDR One Company 801 S. Grand Avenue #500 Los Angeles, CA 90017 312-292-5900	Abdullah Arsan		arsan@arsan@hdr.com	
HRC Consultants, Inc. 8236 Via Carlsbad 760-431-1111	Patrice Travers		ptravers@hrcconsultants.com	

www.mirages.com
 620 N. Brand Blvd., 1
 Orange, CA 91668
 714-962-4214
 Mirages Enterprises
 15700 Ledyard St
 Hacienda Heights, CA
 626-985-0825

www.mirages.com
 620 N. Brand Blvd., 1
 Orange, CA 91668
 714-962-4214
 Mirages Enterprises
 15700 Ledyard St
 Hacienda Heights, CA
 626-985-0825

Company	Name	Signature	Email Address	Invitation From Metro Other (PAC)?
Berg & Associates, Inc. 303 W. 17th Street, Ste 210 San Pedro, CA 90731 (310) 548-1000	Alice Bell-Morris		aberg@berga.com	
Blair Graphics 1740 Stamford Dr Santa Monica, CA 90404 (310) 832-4821 x434	Gilbert Aguilar Harvey Lerner		blair@blair.com	
Briteworks Corp. 642 S. Sunset West Covina, CA 91790 (951) 317-8899	Chae Garcia		chaegarcia@briteworks.net	
Bullback & Associates, Inc.	Heidi Pollock		heidi@bullback.com	

Company	Name	Signature	Email Address	Invitation From Metro Other (PAC)?
Los Angeles Neighborhood Initiative 808 Wilshire Blvd, Suite 1128 Los Angeles, CA 90017 (213) 627-1822 x100	Patricia Dwyer		pdwyer@lanet.org	
Linda Gold Planning 625 W. Mountain View La Habra, CA 90631 (562) 984-4115	Cindy Truong Blanca Truong		linda@linda.com	
M.L. Filars 12123 Clark Street	Jim Filars		filars@mlfilars.com	

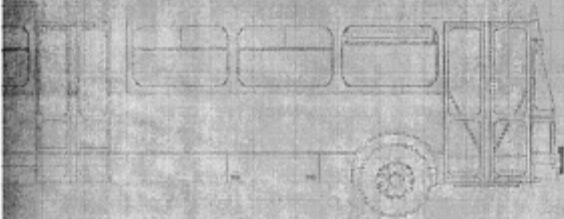
Company	Name	Signature	Email Address	Invitation From Metro Other (PAC)?
Millennium Concrete Solutions 28011 Whiston Ave #136 Rancho Palms Verde, CA 90275 (310) 541-6434	Sherry L. Lopez		sherry@millennium.com	
Mohale Data/Pulse 1718 Avenue of Stars	Steve Roseberry		steve.roseberry@mohaledata.com	

Company	Name	Signature	Email Address	Invitation From Metro Other (PAC)?
Chung & Chung Accountancy Corp., CPAs 828 S. Leelan Ave., Suite 417-C Vista, CA 91788 (951) 894-8880	Hilary Chung		hchung@chc.com	
ColCom 1734 N. Fuller Ave Los Angeles, CA 90046 (323) 868-8070	Andrea D. Collier		acol@colcom.com	
Compacore 1302 S. Milliken Ave Ontario, CA 91761 (909) 838-7090 x13	Jeanine Hakira		jeanine@compacore.com	
Concrete Masonry Svc. 3333 Concom Suite 5100 Ontario, CA 91704 (909) 434-2456 x133	Michael J. Holman		mholman@concrete.com	
Darvall Technical Services 1812 N. Broadway #108 Riverside, CA 92506 714-780-0820	Judy Martinez Rachey Hughes		darvall@darvall.com	
Data Data Services, LLC 843 Cedar Ave. #15 Long Beach, CA 90813 702-981-1738	Esther Isaac Larsen		elarsen@datadataservices.com	
Diverse Staffing Solutions 3830 E. Lambert Pk., Suite 180 Brea, CA 92621 (714) 482-0400	Cesar Hinds Leony Black		diverse@diversestaffing.com	
Divine Imaging, Inc. 8580 Wilshire Blvd, Suite 313 Beverly Hills, CA 90212 (310) 288-6476	Eric Friedman		eric@divineimaging.com	
Dunbar & Associates 808 Silver Spur Road #245 Rising Hill Estates, CA 90274 310-542-7446	Diane L. Weisler, Etc.		dunbar@dbar.com	
Duncan Bell 8030 Olive Road Santa Fe Springs, CA 90676 (562) 498-7800	Beth Vae Zandt		beth@bell.com	
ELI Engineering Consultant 1274 Center Court Drive, Suite 213 Covina, CA 91724 (909) 890-1700	Terjan J. Chou		terjan@elicon.com	

You're Invited!

Metro Board Director Richard Katz
and the Transportation Business Advisory Council
(TBAC) want you!

Join them at **"MEET THE PRIMES"** on January 29, 2009.

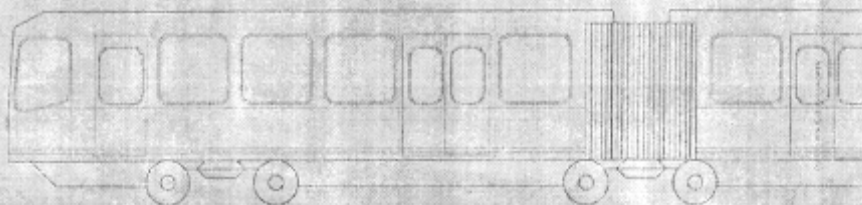


Thursday, January 29, 2009
5:30pm - 7:30pm
Metro Headquarters
One Gateway Plaza, Plaza Level
Los Angeles, CA
Parking: \$6

This event offers you an exclusive and
unique opportunity to meet with prime
contractors about your product or services.

Please be prepared to bring business
portfolios, cards, and brochures as
handouts. Share your company's
professional experience, including a list
of past and current projects and clients.

Please RSVP to garciael@metro.net
or call 213.922.2416.





SAVE THE DATE:

Thursday, January 29, 2009
5:30 p.m. to 8:00 p.m.

Meet the Primes

15 to 20 of Metro's Top Prime Contractors

Sponsored by

METRO
&

The Transportation Business Advisory Council (TBAC)

Metro Headquarters Building
The Metro Board Room and Plaza Level
One Gateway Plaza
Los Angeles, California 90012

This is an excellent opportunity for all small businesses to network and build relationships with some of Metro's top prime contractors. Anyone interested in meeting some of the most successful prime contractors doing business with Metro should attend.

For RSVPs, please contact Lizette Garcia at garciaEL@metro.net
or call (213) 922-2416.
Please RSVP by -----

S:\TBAC 2007-2009\Events\Invitations, LETTERS, Flyers\Meet the Prime 2009 - 11-21-08.doc

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

<p>Review: B - DBE Compliance Section: DBE Agreement (LAPM, Exhibit 9A) Item Number: 3</p>	<p>Inquiry: Do you maintain a Bidders List, consisting of information about all DBE and non-DBE firms (both prime contractors and subcontractors) that bid or quote on your federally funded contracts? Does your Bidders List include: the name, address, DBE/non-DBE status, age, and annual gross receipts of the firm? Please have the Bidders List available at time of the on-site review. (DBE Agreement, Section XV)</p>	
<p>Response:</p> <p>Yes. In June 2008, Metro put into practice a "Bidder List Form" to be included in federally funded bid and solicitation documents to obtain information on all DBE and non-DBE firms (both prime contractors and subcontractors) that bid or quote on Metro contracts. The "Bidders List Form" requires prime and subcontractors to provide name, address, DBE/non-DBE status, age and annual gross receipts information.</p>		
<p>Name of Person Responding: Tashai R. Smith</p>	<p>Job Title: Contract Compliance Manager</p>	<p>Phone Number: 213-922-2128</p>
<p>Attachment(s): Bidder List Form</p>		

California Department of Transportation
ADA , DBE & Title VI Compliance Review

BIDDERS LIST FORM

The Los Angeles County Metropolitan Transportation Authority (LACMTA) is required per 49 CFR 26. 11 (c) to create and maintain a comprehensive Bidders List. The Bidders List Form (PRO FORM 132) will be used to determine the relative availability of Disadvantaged Business Enterprise (DBE) and non-DBEs, and will assist with establishing the agency's annual DBE goal. Each Bidders List is a compilation of bidders, proposers, quoters, subcontractors, manufacturers, and suppliers of materials and services who have submitted bids during the advertising period of a specific acquisition. Please provide the following mandatory data:

Part A: Business Data

1. Business Name: _____
2. Business Address:

Street City State Zip
3. County Business is located in: _____
4. Name of Contact Person: _____
5. Phone: () _____ 6. Fax: () _____
7. Email Address: _____
8. Is this business certified as a Disadvantaged Business Enterprise? a. Yes b. No
9. Business Annual Gross Receipts: 10. Age of Business: _____ Years _____ Months
a. Less than \$500,000 b. \$500,000 to \$1,000,000 c. \$1,000,000 to \$2,000,000
d. \$2,000,000 to \$5,000,000 e. Over \$5,000,000

Part B: Project and Work Description

11. RFIQ, IFB, or RFP # _____
12. Project Name: _____
13. Provide brief description of scope of work, services, and/or materials to be performed/furnished:

14. Will you subcontract any of your work? a. Yes * b. No
(* If "Yes," the subcontractor(s) must complete an individual Bidders List Form also.)

Part C: Signature

The undersigned declares that the information set forth on this page is current, complete and accurate.

Authorized Signature: _____ Date: _____
Printed Name: _____ Title: _____

METRO

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: B - DBE Compliance Section: DBE Agreement (LAPM, Exhibit 9A) Item Number: 4	Inquiry: Provide a listing of all FHWA federal-aid assisted contracts awarded for the previous two calendar years (2008-2009) and indicate on the listing the date of award, the contract goal, if applicable, and the contractor's commitment.
----------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Response:

FHWA FEDERAL-AID ASSISTED CONTRACT AWARDS
 For Calendar Years January 1, 2008 – December 31, 2009

Contract Name	Prime	Contract Award Date	Contract Award Amount	Race-Neutral DALP* Participation Goal	Prime Race-Neutral DALP* Commitment
I-710 Corridor Project EIR/EIS Environmental/Engineering Component	URS Corporation	March 31, 2008	\$22,686,314	21%	9.56%
I-710 Corridor Project EIR/EIS Community Outreach Component	Moore Iacofano Goltsman, Inc. (MIG)	March 21, 2008	\$1,778,838	29%	16.96%
Congestion Pricing Operating Plan for Los Angeles County	PB Americas	May 20, 2008	\$4,250,851	20%	21.81%
Southbay Greenline Extension **	STV, Inc.	May 23, 2008	\$2,319,249	25%	43.59%
I-405 Sepulveda Pass Widening	Kiewit Pacific Co.	April 23, 2009	\$720,922,000	14% Design 25% Construction	14% Design 25% Construction

* Disadvantaged Business Enterprise Anticipated Levels of Participation (DALP)
 ** Subgrant from Southern California Association of Governments (SCAG)

Name of Person Responding: Tashai R. Smith	Job Title: Contract Compliance Manager	Phone Number: 213-922-2128
------------------------------------------------------	--------------------------------------------------	--------------------------------------

Attachment(s):
 Listing of FHWA awarded contracts for calendar years 2008 -2009

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: B - DBE Compliance Section: DBE Agreement (LAPM, Exhibit 9A) Item Number: 5	Inquiry: Do you have Good Faith Effort Guidance included in your bid review procedures? If so, please provide a copy.	
Response: In addition, LACMTA provides standardized forms for documentation of good faith efforts.		
Name of Person Responding: Tashai R. Smith	Job Title: Contract Compliance Manager	Phone Number: 213-922-2128
Attachment(s): Good Faith Effort Documentation Forms (8 pages)		

GOOD FAITH EFFORTS DOCUMENTATION FORMS

The following forms are recommended for incorporation in the Bidder/Proposer's efforts to meet good faith criteria. Using these or similar forms will enhance your Good Faith Effort documentation.

- Attachment A - Good Faith Efforts Evaluation Criteria
- Attachment B - Sample Advertisement
- Attachment C - Newspaper Advertisement Log
- Attachment D - Selected Work Categories Form
- Attachment E - Written Solicitation Submittal Form
- Attachment F - Solicitation Follow-Up Log
- Attachment G - List of All Firms/Solicitation Responses Received
- Attachment H - Sample Letter of Solicitation

METRO ARCHIVE #
RFP NO. PS0922102333
ISSUE DATE: 06.07.10

3-23

DBE INSTR TO BIDDER/PROPOSER
PRO FORM 068
REVISION DATE: 04.27.10

ATTACHMENT A - GOOD FAITH EFFORTS EVALUATION CRITERIA

ITEM #	INDICATORS	POINTS									
		POSSIBLE	ACTUAL								
1	<p>ATTEND PRE-BID OR PRE-PROPOSAL CONFERENCE Attendance at the Pre-Bid/Pre-Proposal conference scheduled by the MTA.</p> <p>Name and date of person(s) attending, to be verified by conference sign-in sheet.</p>	15									
2	<p>PLACE ADS IN GENERAL, TRADE & FOCUSED PUBLICATIONS Bidder/Proposer shall provide proof of advertisement in one general newspaper, one trade publication, and one minority/women focus media, using tear sheet copies showing date and name of publication. Advertisements should appear at least 20 days prior to the date the bid is opened or the proposal is due. If the Metro solicitation does not allow 20 days, a shorter publication time is acceptable.</p> <p>Evidence: Name of Newspapers, trade publications, journals, etc. which Bidder/Proposer advertised.</p> <table border="0"> <tr> <td><u>Name of Publication</u></td> <td><u>No. Of Days Advertised</u></td> </tr> <tr> <td>_____</td> <td>_____</td> </tr> <tr> <td>_____</td> <td>_____</td> </tr> <tr> <td>_____</td> <td>_____</td> </tr> </table> <p>The advertisement shall include, at a minimum:</p> <ol style="list-style-type: none"> 1. Project Name, and Location; 2. Indication of MTA as Owner; 3. Location where plans and specifications may be obtained or viewed; 4. Sub-bid due date; 5. Trade or scopes of work for which subcontractors/suppliers are being solicited; 6. Statement that UDBE Bid/Proposal solicitation is in response to MTA's DBE Program; and 7. Statement that Contractor intends to conduct itself in good faith with UDBE firms for participation on the Project. 	<u>Name of Publication</u>	<u>No. Of Days Advertised</u>	_____	_____	_____	_____	_____	_____	15	
<u>Name of Publication</u>	<u>No. Of Days Advertised</u>										
_____	_____										
_____	_____										
_____	_____										

METRO ARCHIVE #
 RFP NO. PS0922102333
 ISSUE DATE: 06.07.10

3-24

DBE INSTR TO BIDDER/PROPOSER
 PRO FORM 068
 REVISION DATE: 04.27.10

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

ITEM #	INDICATORS	POINTS	
		POSSIBLE	ACTUAL
3	<p><u>DEFINE PORTION OF WORK TO BE SUBCONTRACTED</u> The Bidder/Proposer shall provide in solicitation documents written determination of the services the contractor intends to be performed by its own workforce and those services that have been identified for subcontracting/supply (use <u>Selected Work Categories</u> form).</p> <p>A. Document showing the work that the Bidder or Proposer intends to perform with its own workforce including the dollar estimate of each item;</p> <p>B. Work that the Bidder/Proposer has identified for subcontracting, and the dollar value of each item.</p> <p>C. Document identifying efforts made to reasonably structure the contract scope of work for purposes of subcontracting with UDBE's.</p>	5	
4	<p><u>NOTIFY COMMUNITY ORGANIZATIONS AND GROUPS</u> Notification should be made to outreach to minority, women, and other small business organizations. Must outreach to a minimum of five (5) organizations.</p> <p>A. Notification to organizations shall include at a minimum, a description of the scope of services, the company's contact, and the bid/proposal submittal date;</p> <p>B. Copies of letters, faxes, telephone logs, etc. used to contact organizations;</p> <p>C. Include names of organizations/groups, dates, names of contacts, and telephone numbers;</p> <p>D. Copies of correspondence received from any of these organizations/groups acknowledging contact by Bidder/Proposer.</p>	5	
5	<p><u>WRITE INVITATIONS TO DBE's TO DISTRIBUTE IFB, RFP OR RFQ's</u> Extend written Requests for Bid/Proposal to UDBE firms for all services that the Bidder/Proposer intends to subcontract/supply and provide specification requirements to UDBEs.</p> <p>A. Names, <u>contact persons</u>, <u>addresses</u>, phone numbers, and dates of all DBE firms contacted;</p> <p>B. Solicited at least 10 days prior to proposal submittal date and by what means (letter, fax, phone, etc.);</p> <p>C. A copy of the solicitation letter;</p> <p>D. Firms are certified by the MTA; and</p> <p>E. Adequate number of UDBEs contacted in each work category identified by the MTA (5 or less - contact all; 6 to 10 - contact at least 5; 11 to 50 - contact at least 50%; 51 or more - contact at least 25).</p> <p>F. Document describing the contract documents, plans and specifications made available to UDBE for the purpose of soliciting bids or proposals and the dates and manner in which these documents were made available.</p>	10	

METRO ARCHIVE #
 RFP NO. PS0922102333
 ISSUE DATE: 06.07.10

3-25

DBE INSTR TO BIDDER/PROPOSER
 PRO FORM 068
 REVISION DATE: 04.27.10

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

ITEM #	INDICATORS	POINTS	
		POSSIBLE	ACTUAL
6	<p><u>FOLLOW-UP INITIAL SOLICITATION & MAINTAIN CONTACT LOGS</u> Oral and/or written follow-up of initial solicitation of UDBE firms.</p> <p>A. The log with names, contact persons, phone numbers, dates and methods used for following up initial solicitation to determine whether or not UDBEs were interested; and</p> <p>B. Follow-up to a minimum of 75% of the initial solicitations to UDBEs (Attachment F Solicitation Follow-up Log Form used).</p>	15	
7	<p><u>LIST DBE FIRMS, RETAIN DBE PROPOSALS, JUSTIFY SELECTION OF SUBCONTRACTOR OR OTHER SOURCE</u> Bidder/Proposer negotiated in good faith with UDBEs and did not unjustifiably reject bids/proposals prepared by any UDBE.</p> <p>A. Document identifying the terms and conditions offered to UDBE businesses and comparing those subcontract terms and conditions with the terms and conditions used by the contractor in its ordinary course of business and in its dealing with the subcontractors that are not UDBE's</p> <p>B. Names, addresses, phone numbers of all subcontractors/suppliers who submitted bids/proposals;</p> <p>C. Copies of all UDBE and non-DBE bids/proposals for each item of work solicited;</p> <p>D. Documentation of the negotiations with each UDBE including the reasons why additional agreements could not be reached with a UDBE to perform the work, and</p> <p>E. State reason for choice of subcontractor. Barring lack of qualifications to perform work, only significant price differences (10% or more) between selected subcontractor/supplier and rejected UDBE will be considered as a cause for rejecting bids/proposals.</p>	30	
8	<p><u>ASSIST UDBE's WITH BONDING AND INSURANCE</u> Offer assistance to UDBE firms in obtaining bonding and insurance. (5 points automatically given if bonding and insurance is not required)</p> <p>Description of assistance provided by the Bidder/Proposer to UDBEs in obtaining bonding and insurance (may be included in Attachment F Letter of Solicitation).</p>	5	
TOTAL POINTS POSSIBLE		100	

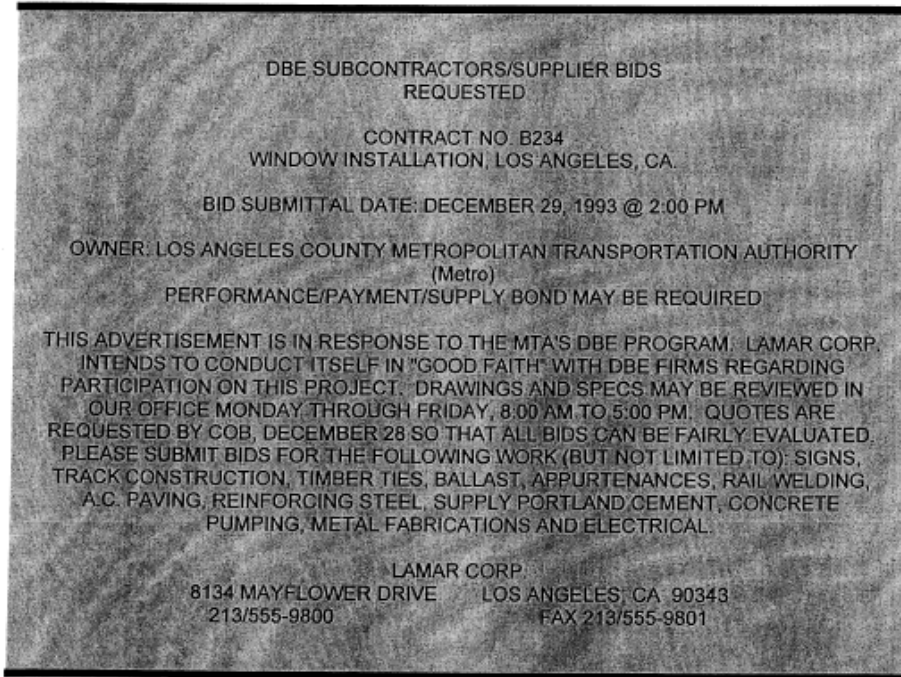
COMPLIANCE REQUIRES A MINIMUM OF SEVENTY-FIVE (75) OF 100 POINTS.
 MTA evaluates each item on a pass/fail basis - either full or zero points received for compliance with each item.

METRO ARCHIVE #
 RFP NO. PS0922102333
 ISSUE DATE: 06.07.10

3-26

DBE INSTR TO BIDDER/PROPOSER
 PRO FORM 068
 REVISION DATE: 04.27.10

ATTACHMENT B - SAMPLE ADVERTISEMENT



METRO ARCHIVE #
RFP NO. PS0922102333
ISSUE DATE: 06.07.10

3-27

DBE INSTR TO BIDDER/PROPOSER
PRO FORM 068
REVISION DATE: 04.27.10

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

ATTACHMENT E - WRITTEN SOLICITATION SUBMITTAL FORM

Attach copy of Solicitation Letter

Please check one:

- I've attached a list of solicitations*
- Refer to log below

Date Sent	Name of DBE Firm	Contact Person	Phone Number	Work Category

* List must contain same information as found on log above.

METRO ARCHIVE #
 RFP NO. PS0922102333
 ISSUE DATE: 06.07.10

3-30

DBE INSTR TO BIDDER/PROPOSER
 PRO FORM 068
 REVISION DATE: 04.27.10

ATTACHMENT F - SOLICITATION FOLLOW-UP LOG

Date and Time	Follow-up Method	Name of DBE Firm	Contact Person	Phone No.	Bidding Yes/No	Date Bid Received	If DBE not bidding indicate reason

METRO ARCHIVE #
 RFP NO. PS0922102333
 ISSUE DATE: 06.07.10

3-31

DBE INSTR TO BIDDER/PROPOSER
 PRO FORM 068
 REVISION DATE: 04.27.10

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 1		Inquiry: What office or section within Los Angeles County Metropolitan Transportation Authority (LACMTA) has the lead responsibility for Title VI issues?	
Response: We do not have a single Title VI Office. Title VI is the responsibility of several units which address Title VI issues. These include: Communications: LEP and Public Involvement Board Secretary: Public Involvement EEO: Title VI Complaint Process Planning: Title VI Compliance Update, Environmental Justice and Public Involvement Service Development: Service Equity and Data Analysis			
Name of Person Responding: Gladys Lowe		Job Title: Director, Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):			

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 2		Inquiry: What process is followed when a new directive is issued that requires a change in your current policy?	
Response: LACMTA's General Management Policy (Gen 5) titled General Management Administrative Policy & Procedure Guidelines provides necessary guidelines for developing, revising, tracking and communicating administrative policies and procedures. The Executive Office of Human Services is responsible for coordinating development and revision of policy documents.			
Name of Person Responding: Don Ott		Job Title: EO, Administration	Phone Number: 213-922-8864
Attachment(s): General Management Administrative Policy & Procedure Guidelines			

Los Angeles County
Metropolitan Transportation Authority



Metro

GENERAL MANAGEMENT ADMINISTRATIVE POLICY & PROCEDURES GUIDELINES

(GEN #5

POLICY STATEMENT

The Los Angeles County Metropolitan Transportation Authority (Metro) shall establish and communicate Administrative Policies and Procedures to provide clear and consistent guidelines in areas of agency-wide concerns. These Administrative Policies and Procedures become effective upon the date indicated on the policy. In the absence of a Metro Administrative Policy, the policies of the predecessor agencies remain in effect.

PURPOSE

The purpose of this policy is to provide the necessary guidelines for developing, revising, tracking and communicating administrative policies and procedures.

APPLICATION

This policy shall apply to all Metro employees. In cases of conflict between Metro policies and procedures and collective bargaining agreements, the collective bargaining agreements shall prevail for represented employees.



Chief of SBU



APPROVED: County Counsel or N/A



ADOPTED: CEO

Effective Date: 8-7-07

Date of Last Review 8-7-07



Los Angeles County
Metropolitan Transportation Authority

Metro

GENERAL MANAGEMENT ADMINISTRATIVE POLICY & PROCEDURES GUIDELINES

(GEN #5)

1.0 GENERAL

Metro uses various codes and policies as guiding resources to carry out its mission. Codes and policies are developed and implemented at various organizational levels throughout the Agency as described below.

- A) The MTA Administrative Code is an ordinance which was adopted by the Board of Directors in August 2003. Ordinances are laws that govern Metro and are incorporated into the Administrative Code. The purpose of the Code is to articulate the duties of Metro's Board and officers and the methods, systems and procedures for the agency's operation as required by Public Utilities Code § 130105. It also clarifies Metro's responsibilities by repealing those ordinances from its predecessor agencies that are no longer relevant to its work.
- B) Board policies provide direction for the agency as to how it should fulfill its mission.
- C) Administrative policies and procedures are the "rules" which provide administrative direction for the orderly and effective functioning throughout the entire agency.
- D) Desk procedures are standard practices applicable within one department or unit which ensure consistency and uniformity in implementing business processes.

1.1 Administrative Policies

Administrative Policies and Procedures are internal agency-wide policies that usually affect more than one Strategic Business Unit (SBU) and establish guidelines and standard practices for specific business processes that all staff are required to follow as they carry out the business functions at Metro. They require review from legal, the Executive Officer of Administration, the CEO's Direct Reports and approval of the CEO. Administrative policies are effective upon the date indicated on the policy.

Administrative policies are formatted in a specific manner that includes key sections to be incorporated into the document in a specific order. See Section 2.1 for the standardized format to be used in developing new or revising existing policies.



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GENERAL MANAGEMENT ADMINISTRATIVE POLICY & PROCEDURES GUIDELINES

(GEN #5)

2.0 PROCEDURES

2.1 Standardized Format for Policies

A policy format template has been developed for use in creating standardized policies (Attachment 1). This template must be used for all administrative policies requiring legal review and CEO approval. At a minimum, the policy should contain the following sections:

- a. The policy number (record series and number)
- b. Page one is the signature page and contains the following unnumbered sections:
 - Policy Statement
 - Purpose
 - Application
 - Signature authorization of: the respective Chief of the Strategic Business Unit (SBU), County Counsel, and the CEO
 - Effective Date (of the policy)
 - Date of Last Review (Note: policies should be reviewed at least every 2 years)
- c. Starting on page two and continuing, the following numbered sections should be included:
 - 1.0 General
 - 2.0 Procedures
 - 3.0 Definition of Terms
 - 4.0 Responsibilities
 - 5.0 Flowchart
 - 6.0 References
 - 7.0 Attachments
 - 8.0 Procedure History

2.2 Developing New Policies

New policies are often initiated at the request of Executive Management or when a process deficiency has been identified and it is determined to be beneficial to develop a policy to formalize a principle and articulate procedures to be followed. For help in determining whether a new administrative policy is required, contact the Executive Office of Administration.



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GENERAL MANAGEMENT ADMINISTRATIVE POLICY & PROCEDURES GUIDELINES

(GEN #5

New policies are developed by the subject matter expert or are assigned to an appropriate individual for development. Generally, the policy is assigned a record series to reflect the department from which the subject matter is derived. Examples of record series include "FIN" for Finance policies, "HR" for Human Resources policies and "GEN" for General Management policies which are typically coordinated by the Executive Office of Administration. Record series numbers can be obtained from the Records Management Center (RMC).

2.2.1. Master Index of Policies

Shall be posted on the Intranet and updated regularly by the Records Management Center as new policies are created and existing policies updated.

2.2.2 Process for Developing New Policies

New policies generally follow a 13-step development process:

Step 1 – The originating department, generally the subject matter expert, develops a draft policy using the policy format template.

Step 2– The originating department requests an appropriate record series number from RMC. RMC records the policy title and number of the proposed administrative policy in the master index.

Step 3 – The draft policy is distributed to "other interested parties" for review and comment. "Other interested parties" may include, but are not limited to: other departments which could be impacted by the proposed policy and should have an opportunity to provide comments to ensure processes are efficient and effective; the Executive Office of Administration which can provide comments on protocol and format; Labor & Employee Relations or Ethics if appropriate for the subject matter being developed.

Step 4 – A revised draft is prepared by the originating department that incorporates appropriate feedback from the "other interested parties".

Step 5– The respective Chief of the SBU signs the policy document indicating approval.



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GENERAL MANAGEMENT ADMINISTRATIVE POLICY & PROCEDURES GUIDELINES

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Step 6– The originating department sends the revised draft to County Counsel for review, edits and approval. Once approved by County Counsel, the policy continues in the approval hierarchy.

Step 7 – The policy is then forwarded to the Executive Office of Administration with the original, the track changes copy and a one-page summary of changes. The Executive Office, Administration will coordinate review with the CEO's direct reports.

Step 8 – The policy will be sent to all of the CEO's direct reports for a review and comment period of approximately two weeks.

Step 9 – After feedback is received from Step 8, the policy is presented at the CEO's weekly staff meeting for additional comments or approval.

Step 10 – The policy is revised by the originating department if changes come out of the CEO staff meeting. The originating department is responsible for sending the final hard copy and a hard copy of the "track changes/redlined" version, along with an electronic version of the final policy to the Executive Office of Administration.

Step 11 –The Executive Office of Administration coordinates the policy approval by County Counsel and the CEO and an effective date is assigned to the policy.

Step 12– The Executive Office of Administration sends the original signed policy to Records Management for posting on the Intranet along with the electronic copy. The Executive Officer, Administration also sends a signed copy of the policy to the originating department.

Step 13– Records Management will update the master index of policies.

2.3 Revising/Updating Existing Policies

2.3.1 Review Schedule for Existing Policies

Existing policies should be reviewed by the originating department or the subject matter experts at least every 2 years to ensure current standards and best practices are included in the policy. Policies with a SBU/Departmental record series will be reviewed by the respective department. General Management policies with



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GENERAL MANAGEMENT ADMINISTRATIVE POLICY & PROCEDURES GUIDELINES

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a record series of "GEN" will be reviewed by the Executive Office of Administration with assistance from subject matter experts.

2.3.2 Process for Updating Existing Policies

Essentially, the same 13-step process for creating new policies (Section 2.2.2) is used for reviewing and updating existing policies, with the following exceptions:

- a) Step 2 is not necessary when updating an existing policy (unless the record series number is changing).
- b) A "redlined" version of the proposed changes needs to be created and circulated for review along with a "clean" or consolidated version.
- c) A summary cover sheet of proposed changes needs to be created to highlight the significant changes being made. The summary sheet must also be submitted to County Counsel as part of Step 6 .

Note: The summary cover sheet is not an attachment to the policy document. The summary serves as a highlight of policy changes for review purposes.

Step 1 - Originating Department reviews the existing policy for current standards and best practices.

Step 3 - Originating department distributes the "redlined" version of the updated policy to "other interested parties" for review and comment, if appropriate.

Steps 4 through 13 – Mirror the Steps described in Section 2.2.2.

2.3.3 When No Changes are Made During the Biennial Review Process

Page one of the policy still needs to be updated with date the policy was reviewed, and Section 8.0 "Procedure History" should be updated with the date the policy was reviewed as part of the biennial process with a notation that "No changes were made during the biennial review." The originating/reviewing department is responsible for sending the revised page one to the Executive Office of Administration for coordination with RMC.



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2.4 Approval Process for the Policy

Administrative Policies and Procedures must be formally approved by County Counsel, the respective Chief of the SBU and the CEO as described in Section 2.2.2.

2.5 Distribution and Communication of the Policy

2.5.1 Policy Distribution

All Administrative Policies and Procedures must be posted on the Intranet through coordination with Records Management. In some cases, policies of particular importance may be individually distributed to each employee and employees may be required to sign an acknowledgment form to signify receipt of the policy.

2.5.2 Policy Communication

If more specific attention needs to be focused on a particular policy, the originating department is encouraged to contact the editor of the Intranet Home page in Communications to request that a story/article be prepared for the on-line newsletter which highlights particular areas of the policy.

2.6 Training

2.6.1 Training on New Policy Development

The Organizational Development and Training (OD & T) department may periodically schedule training sessions on "How to Write a Policy" using GEN 5 as a guideline.

2.6.2 Training on the Use/Application of Specific Policies

OD & T schedules training classes on specific policies, often using the subject matter experts for instruction (e.g. Records Management, various Human Resources subjects and Individual Performance Plans, etc). Please contact OD & T to inquire about training on specific policies.

3.0 DEFINITION OF TERMS

Application - A brief statement listing specific employee (or non-employee) groups that are affected by the particular policy and procedure document.



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Attachments - A numerical list (in the order of appearance) of forms, lists, graphs, charts, or documents that are mentioned in the text and that supplement the policy and procedure document. An attachment is only referenced the first time it appears in the document text with the word "Attachment" and the appropriate sequential number is placed in parentheses immediately following the attachment title. For example: "...must complete a Vehicle Request Form (Attachment 3)."

Date of Last Review - The date that the policy was last reviewed by the SBU.

Effective Date - The CEO's (or designee's) signature date will be the effective date of the policy unless the policy contains language stipulating otherwise.

Flowchart - A diagram that provides a visual sequence of procedures.

Formatting - A specific arrangement of the contents of the policy. See Policy Format Template (Attachment 1).

Originating Department - The department with the subject matter expertise to develop and oversee the administration of an Agency-wide Administrative policy.

Policy Format Template - A standardized outline which identifies the contents and their order/placement to be used when developing policies.

Policy Statement - A general statement that briefly and clearly states Metro's position regarding a specific issue affecting Metro-wide activity.

Procedure History - A chronology of *signed* policy and procedure documents briefly stating why the policy was developed and/or revised. The Procedure History of a draft policy and procedure document is not updated until the document is signed by all listed signatories. The date listed in the Procedure History should be the date the document received final signature authority.

Procedures - Clear, concise steps that specify who performs what function. The procedures are numbered and listed in the order they are actually performed.

Purpose - A brief statement explaining the reason and intent of the policy and procedure document.

Redlined version (of a revised policy) - the written policy document that contains trackable edits (underline of new text and ~~striketrough~~ of deleted text) which facilitates ease of review of updates. The path for using this function in Word is: Tools/Track Changes

References - A numerical list of related documents mentioned in the text that provide additional information about the subject. Such related documents include other policies and procedures, user manuals and materials that provide local, state, and federal mandates.

Responsibilities - A description of the functions of the parties involved in the application and implementation of the policy and procedure. The title of the party is shown in bold print.

Signatures - The signed names of authorizing officials that appear at the bottom of the first page of the policy consisting of:

- Chief of SBU who prepared or is responsible for the policy;
- County Counsel representative; and
- Chief Executive Officer (or designee)



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4.0 RESPONSIBILITIES

Chief Executive Officer (CEO) or designee conducts the final review and signs the administrative policy & procedure.

Chiefs of SBUs (or designees) are responsible for initiating new Metro policies and procedures and conducting biennial reviews of policies generated within their respective units. They are also responsible for determining the existence, format and maintenance of any departmental policies and procedures or department "desk procedures", and for ensuring that employees are trained and comply with departmental and Metro policies and procedures.

County Counsel – reviews the draft policy to ensure compliance with laws and regulations.

Department Managers are responsible for distributing all new policies and procedures that impact subordinate employees.

Executive Officer of Administration: reviews new or revised policies prior to submittal to the CEO to ensure that the appropriate procedures have been followed, that there are no inconsistencies with other policies, and for ensuring that the Records Management Center meets its responsibilities in the implementation of this policy.

Intranet Home Page Editor is responsible for preparing stories/articles for posting on the Intranet when requested to provide assistance in conveying the issues surrounding new policies or policy changes.

Organizational Development & Training coordinates the training activities for new and/or revised Metro policies and procedures.

Records Management Department is responsible for maintaining and updating the Master Index of Policies and for posting new or revised policies on the Intranet.

5.0 FLOWCHART

(see below)

6.0 REFERENCES

1. Safety #1 – "Safety Rules and Procedures"

7.0 ATTACHMENTS

1. Policy Format Template
2. Summary Sheet of Proposed Changes

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**GENERAL MANAGEMENT
ADMINISTRATIVE POLICY & PROCEDURES GUIDELINES**

(GEN #5

8.0 PROCEDURE HISTORY

12/12/01 New policy.

2/1/05 Renumbered record series from HR 1-1 to GEN 5 and revised to identify categories of policies and organizational management and tracking responsibility.

5/15/07 Biennial review. Included procedures for CEO Direct Reports' review as part of the policy development process.

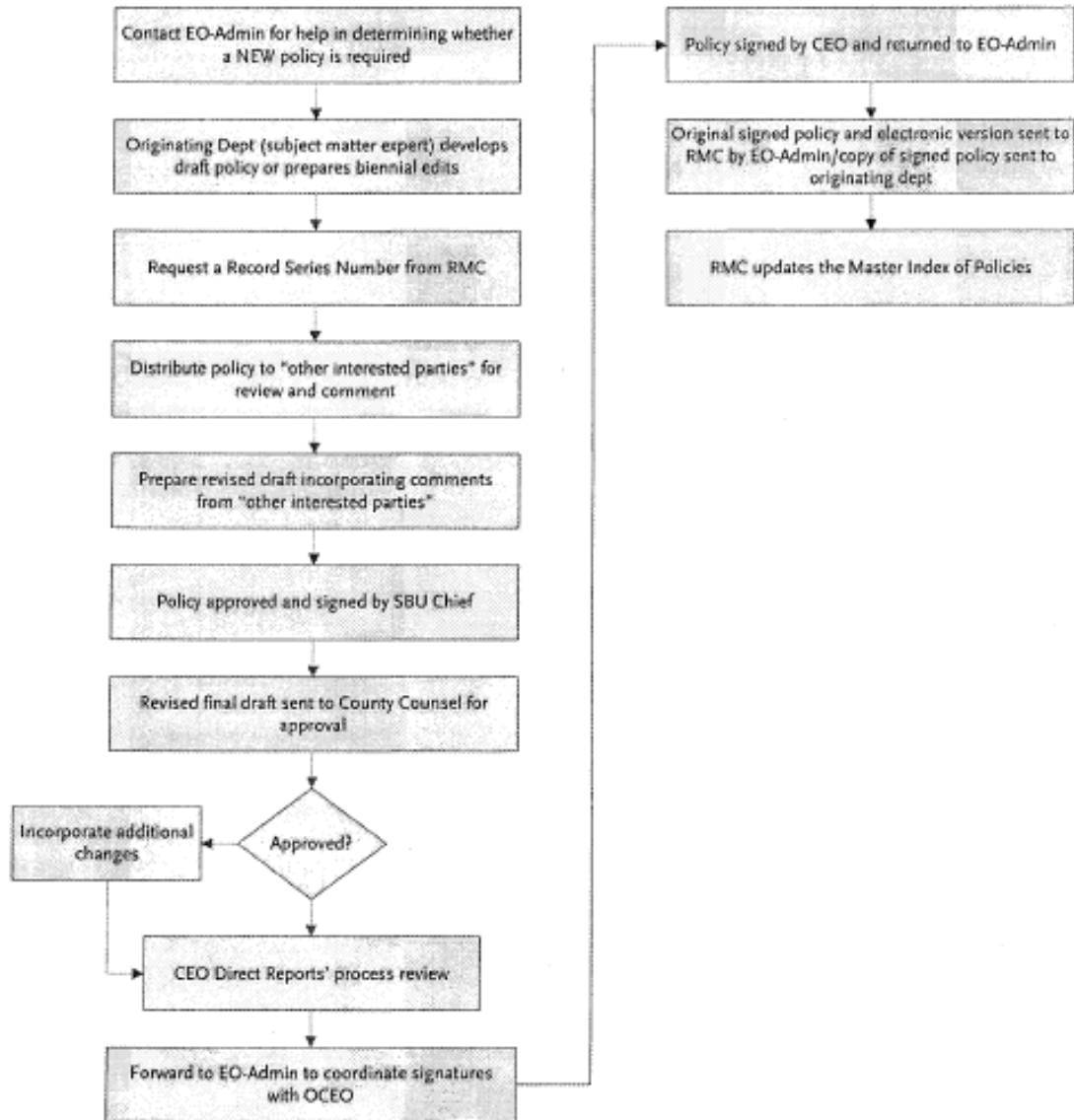


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GENERAL MANAGEMENT ADMINISTRATIVE POLICY & PROCEDURES GUIDELINES

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**RECORD SERIES NAME
NAME OF POLICY**

(Policy # here)

1.0 GENERAL

2.0 PROCEDURES

Clear, concise procedures that specify who performs what function. These procedures are numbered and listed in the order they are actually performed.

- 1.1 Initiating Policies and Procedures
- 1.2 Reviewing Policies and Procedures

3.0 DEFINITION OF TERMS

Term - definition

4.0 RESPONSIBILITIES

A description of the functions of the primary and/or secondary parties involved in the application and implementation of the policy and procedure. The title of the party is shown in bold print.

5.0 FLOWCHART

A diagram that symbolically shows sequential order of the procedures. Or indicate "Not Applicable".

6.0 REFERENCES

- 1. A numerical list of related documents mentioned in the text that provide additional information about the subject. Such related documents include, but are not limited to: other policies and procedures, user manuals, and/or materials that provide local, state, and federal mandates. Or indicate "Not Applicable".

7.0 ATTACHMENTS

A numerical list (in the order of appearance) of forms, lists, graphs, charts, or documents that are mentioned in the text and that supplement the policy and procedure document. An attachment is only referenced the first time it appears in the document text with the word "Attachment" and the appropriate sequential number is placed in parentheses immediately following the attachment title. For example: "...must complete a Vehicle Request Form (Attachment 3). Or indicate "Not Applicable."



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**RECORD SERIES NAME
NAME OF POLICY**

(Policy # here)

8.0 PROCEDURE HISTORY

xx/xx/xx Former LACTC and Former SCRTD interim procedures Board-adopted.
xx/xx/xx Revised to streamline and reduce operating costs.



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Attachment #2

Summary of Proposed Changes

Policy Section	Revision	Reason

NOTE: THIS SUMMARY COVER SHEET IS INTENDED FOR REVIEW PURPOSES ONLY. IT IS NOT INTENDED FOR INTERPRETATION OF POLICY GUIDELINES. REFER TO POLICY DOCUMENT FOR ACTUAL GUIDELINES AND PROCEDURES.

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 3		Inquiry: Who is the LACMTA Equal Employment Opportunity Compliance Officer?	
Response: Lucille Coleman, EEO Program Manager			
Name of Person Responding: Lucille Coleman		Job Title: EEO Program Manager	Phone Number: 213-922-2634
Attachment(s):			

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 4		Inquiry: Is the LACMTA Equal Employment Opportunity Compliance Officer involved in policy development?	
Response: Yes			
Name of Person Responding: Lucille Coleman		Job Title: EEO Program Manager	Phone Number: 213-922-2634
Attachment(s):			

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 5		Inquiry: When awarding a contract, grant, loan or permit, what mechanism is used to ensure that the contractor or applicant does not have any unresolved Title VI violations?	
Response: Sub-grantees are required to provide annually written assurance and certification that they meet compliance with Title VI.			
Name of Person Responding: Gladys Lowe		Job Title: Director, Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):			

<p>Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 6</p>	<p>Inquiry: What is the role of the Equal Employment Opportunity Compliance Officer and key personnel in LACMTA?</p>
<p>Response:</p> <p>Lucille Coleman is the EEO Program Manager who has the day-to-day responsibility for overall effectiveness and implementation of the EEO Program, EEO Policies, and Affirmative Action Plan (AA Plan). The EEO Program Manager's responsibilities include:</p> <ul style="list-style-type: none">• Ensuring the EEO policies and practices achieve the goals of the EEO Program and AA Plan and comply with all governmental guidelines;• Monitoring the EEO Policy/Affirmative Action Plan and report periodically on its progress to the Chief Executive Office;• Encouraging LACMTA management to actively participate in implementing the program; and• Working directly with committees responsible for LACMTA personnel matters involving EEO policies. <p>Patricia Soto, Director of Administration, Office of the Chief Executive Officer has responsibility to:</p> <ul style="list-style-type: none">• Plan, develop, and monitor LACMTA EEO Programs, including its EEO Policy Statement and Affirmative Action Plan;• Direct, interpret, and implement LACMTA's EEO policies, procedures, and guidelines in compliance with state and federal law and regulations;• Ensure EEO and diversity training is advertised, available, and provided to LACMTA employees;• Periodically review LACMTA workforce statistics to monitor compliance with its EEO Program and Affirmative Action Plan;• Review and analyze EEO legislation, literature, and related court decisions to recommend appropriate changes to LACMTA polices to comply with equal employment opportunities requirements;• Continually assess the need for community-based pre-employment and employment training programs to meet LACMTA needs;• Represent LACMTA in community groups, governmental regulatory agencies, public officials, and professional organizations including interdepartmental and outside task forces or committees presentations concerning EEO policies, practices and procedures;	

- Conduct research and analysis on topics involving Equal Employment Opportunity/Affirmative Action issues and prepared statistical and narrative;
- Directs the investigation and resolution of complaints filed against LACMTA staff based on Title VI of the Civil Rights of 1964, including those alleging retaliation for filed complaints and claims resulting from the exercising of rights covered by the Americans with Disabilities Act (ADA), Family and Medical leave Act, the Pregnancy Discrimination Act, and related legislations;
- Assist other LACMTA department with investigations or resolution of complaints alleging violation of Title VII of the Civil Rights Act of 1964, as amended, the Americans with Disabilities Act, Section 504, of the Rehabilitation Act of 1973, and other related laws;
- Interface with enforcement and regulatory agencies and attend hearings to resolve discrimination complaints expediently; and
- Review personnel actions (and concur or challenge as appropriate), including selection, assignment, advance step placement, reclassification, transfer, promotion, discipline, layoff, and termination, to ensure compliance with laws and LACMTA EEO Program and AA Plan goals.

Stefan Chasnov, Deputy Executive Officer, Human Resources works closely with the EEO Program Manager in the following on-going activities:

- Participating in LACMTA's development and implementation of its Affirmative Action Plan;
- Meets regularly with the EEO Program Manager to discuss employee and EEO matters;
- Provides data and statistics regarding LACMTA's workforce and market availability of labor force, as well as specific analyses based on protected classes;
- Cooperates in investigations pertaining to specific recruitments and candidate selections;
- Consulting regarding advertising strategies for recruitments;
- Responding to EEO regarding ADA accommodation requests and challenges facing LACMTA;
- Invites EEO to sit in on promotional and hiring panels;

- Provides quarterly reports on hiring, terminations, and promotions;
- Disciplinary actions, demotions, new hire and re-hires, and transfer; and
- Provides reports as it pertains to Strategic Business Units and their racial and gender breakdowns.

Marion Colston, Director of Organizational Development & Training ensures that training programs are available to all qualified employees in a nondiscriminatory manner. This includes:

- Coordinate and cooperate with the EEO Program Manager to provide career development, counseling, and guidance to all employees;
- Provide training opportunities for the development and promotion of all qualified employees through training programs, tuition reimbursement, pre-supervisory programs, and other development programs;
- Provide training to allow selected racial or gender categories of employees to better compete for positions that the AA Plan has identified as positions underutilizing a particular racial or gender category of employees;
- Coordinate & cooperate with the EEO Program Manager to develop and provide EEO training to LACMTA managers and supervisors;

Other LACMTA Managers, supervisors, and non-management staff are responsible for the following at all managerial levels:

- For ensuring that subtle and overt forms of discrimination are eliminated within their respective work areas which includes bus and rail as it pertains to Title VI;
- Assist in identifying problem areas and establish agency and unit goals and objectives;
- Actively engage with local minority organizations, women’s and disability organizations, community action, and community service programs designed to promote EEO; and
- Participate in periodic audits of all aspects of employment in order to identify and to remove barriers obstructing the achievement of specified goals and objectives.

Name of Person Responding: Lucille Coleman	Job Title: EEO Program Manager	Phone Number: 213-922-2634
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 7	Inquiry: Who is responsible for analysis of: a) Public involvement and citizen advisory committees	
Response: Regional Communications has responsibility for the formation, management and administration of a number of Community and Citizen Advisory Committees including the following: Citizens Advisory Committee, Metro Operation Governance Councils, Bicycle Roundtable, and various participatory committees formed in relation to transportation corridor studies. The ADA Compliance Officer has responsibility for the formation, management and administration of the Access Advisory Committee.		
Name of Person Responding: Lynda Bybee	Job Title: Deputy Executive Officer, Communications	Phone Number: 213-922-6340
Attachment(s):		

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 7	Inquiry: Who is responsible for analysis of: b) Scheduling time and location of public meetings, open houses, and hearings	
Response: The Office of the Board Secretary is responsible for scheduling committee and board meetings. Public hearings are coordinated with the Office of the Board Secretary and Operations staff or other stakeholder departments. Community meetings are broadly advertised through mailings, internet, publications, take-ones" on buses and distribution to libraries and community centers. LACMTA meetings always include information on how to access the location by public transportation and language translations suitable for the demographics of communities who need to be informed.		
Name of Person Responding: Lynda Bybee	Job Title: Deputy Executive Officer, Communications	Phone Number: 213-922-6340
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 7		Inquiry: Who is responsible for analysis of: c) Project administration and monitoring contract plans and specifications	
Response: Project administration, contract plans and monitoring are the responsibility of the project managers. The Environmental Compliance Unit and the Project Manager are responsible for the complete implementation of any identified project environmental mitigation activities in accordance with the mitigation plan.			
Name of Person Responding: Fred Smith		Job Title: Director, Construction Management	Phone Number: 213-922-7295
Attachment(s):			

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 7		Inquiry: Who is responsible for analysis of: d) Monitoring and enforcement of mitigation measures included in environmental and planning documents and agreements	
Response: Environmental Compliance Staff manage the Mitigation Monitoring program for each major rail or bus transportation project. A Mitigation Monitoring Plan is developed within the FEIS/FEIR document. From that Plan ECSD Staff develop a project Mitigation Monitoring Program. Tracking and reporting on Mitigation Measures is assigned to appropriate project team members. Quarterly updates are reported for each Mitigation Measure and included in a Quarterly Mitigation Monitoring Report which is sent to the FTA and kept on file.			
Name of Person Responding: Carl Peter Ripaldi		Job Title: Principal Environmental Specialist	Phone Number: 213-922-7304
Attachment(s):			

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 7		Inquiry: Who is responsible for analysis of: e) Final acceptance of the final project	
Response: The Project Manager, in conjunction with all relevant Metro Departments (i.e. Operations, Labor Compliance, DEOD, etc.) will ensure that all Work has been performed, all Punch list items have been completed, warranties and spare parts received by Metro, and all other closeout requirements have been met. Then the Certification of Final Acceptance can be issued and a Notice of Completion filed with County Recorder.			
Name of Person Responding: Bruce Warrensford		Job Title: Director , Contract Administration	Phone Number: 213-922-7338
Attachment(s):			

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 7	Inquiry: Who is responsible for analysis of: f) Subcontractors and suppliers with the provision contained in Form FHWA-1273, Required Contract Provisions	
Response: Monitoring compliance with the payment of prevailing wages is the responsibility of the Labor Compliance Unit in the Diversity & Economic Opportunity Department. The responsible party is Linda B. Wright, Deputy Executive Officer.		
Name of Person Responding: Linda Wright	Job Title: DEO, Diversity and Economic Opportunity	Phone Number: 213-922-2638
Attachment(s):		

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 7	Inquiry: Who is responsible for analysis of: g) Withholding of payment	
Response: The project Manager working with the appropriate compliance officer is responsible for contract compliance.		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):		

Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 7	Inquiry: Who is responsible for analysis of: h) Termination of contract when necessary	
Response: The project Manager working with the appropriate compliance officer is responsible for contract compliance.		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):		

California Department of Transportation
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Review: C - Title VI Section: I. ADMINISTRATION, A. General Item Number: 8		Inquiry: Who is responsible for identifying Title VI issues in LACMTA documents?	
Response: The project Manager working with the appropriate compliance officer is responsible for contract compliance.			
Name of Person Responding: Gladys Lowe		Job Title: Director, Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):			

Review: C - Title VI Section: I. ADMINISTRATION, B. Staff, Board and Program Administration Composition Item Number: 1		Inquiry: Agency Staff – Provide a staffing composition listing by position, race, and gender for senior level and above classifications.	
Response: Staffing composition listing is attached on the following pages.			
Name of Person Responding: Lucille Coleman		Job Title: EEO Program Manager	Phone Number: 213-922-2634
Attachment(s): Staffing Composition Listing (9 pages)			

California Department of Transportation
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Metro Employees with Positions As of June 24, 2010

JOB TITLE	JOB CLASS	GENDER	RACE
ACCOUNTING MGR	001005	MALE	Asian (Not Hispanic or Latino)
ACCOUNTING MGR	001005	MALE	White (Not Hispanic or Latino)
ACCOUNTING MGR	001005	MALE	Asian (Not Hispanic or Latino)
ACCOUNTING MGR	001005	FEMALE	Asian (Not Hispanic or Latino)
ACCOUNTING MGR	001005	MALE	Asian (Not Hispanic or Latino)
ACCOUNTING MGR	001005	MALE	Asian (Not Hispanic or Latino)
ACCOUNTS SUPV	005028	FEMALE	White (Not Hispanic or Latino)
ACCOUNTS SUPV	005028	FEMALE	White (Not Hispanic or Latino)
ADA PARATRNST PRG ADMINSTR	001231	FEMALE	Hispanic or Latino
ADMIN DIR, OFC OF THE CEO	004328	FEMALE	Hispanic or Latino
ADMNSTRN & FINCL SVCS MGR	001208	FEMALE	Black or African American (Not Hispanic or Latino)
ADMNSTRN & FINCL SVCS MGR	001208	FEMALE	White (Not Hispanic or Latino)
ADMNSTRN & FINCL SVCS MGR	001208	MALE	Asian (Not Hispanic or Latino)
ADMNSTRN & FINCL SVCS MGR	001208	FEMALE	White (Not Hispanic or Latino)
ADMNSTRN & FINCL SVCS MGR	001208	FEMALE	White (Not Hispanic or Latino)
ADMNSTRN & FINCL SVCS MGR	001208	FEMALE	Black or African American (Not Hispanic or Latino)
ADMNSTRN & FINCL SVCS MGR	001208	MALE	Hispanic or Latino
ADMNSTRN & FINCL SVCS MGR	001208	FEMALE	White (Not Hispanic or Latino)
ADMNSTRN & FINCL SVCS MGR	001208	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, EQUIP MAINT	004014	MALE	Hispanic or Latino
ASST MGR, EQUIP MAINT	004014	MALE	Hispanic or Latino
ASST MGR, MAINT	009633	MALE	White (Not Hispanic or Latino)
ASST MGR, MAINT	009633	MALE	Hispanic or Latino
ASST MGR, MAINT	009633	MALE	White (Not Hispanic or Latino)
ASST MGR, MAINT	009633	MALE	White (Not Hispanic or Latino)
ASST MGR, MAINT	009633	MALE	Hispanic or Latino
ASST MGR, MAINT	009633	MALE	White (Not Hispanic or Latino)
ASST MGR, MAINT	009633	MALE	White (Not Hispanic or Latino)
ASST MGR, MAINT	009633	MALE	Hispanic or Latino
ASST MGR, MAINT	009633	MALE	White (Not Hispanic or Latino)
ASST MGR, MAINT	009633	MALE	Hispanic or Latino
ASST MGR, MAINT	009633	MALE	White (Not Hispanic or Latino)
ASST MGR, MAINT	009633	MALE	White (Not Hispanic or Latino)
ASST MGR, RL DIV TRANSP	007204	MALE	Hispanic or Latino
ASST MGR, RL DIV TRANSP	007204	FEMALE	White (Not Hispanic or Latino)
ASST MGR, RL DIV TRANSP	007204	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, RL DIV TRANSP	007204	MALE	Hispanic or Latino
ASST MGR, RL DIV TRANSP	007204	MALE	Hispanic or Latino
ASST MGR, RL DIV TRANSP	007204	MALE	White (Not Hispanic or Latino)
ASST MGR, RL DIV TRANSP	007204	MALE	White (Not Hispanic or Latino)
ASST MGR, RL FLEET SVC	007211	MALE	Asian (Not Hispanic or Latino)
ASST MGR, RL FLEET SVC	007211	MALE	Hispanic or Latino
ASST MGR, RL FLEET SVC	007211	MALE	Asian (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	White (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	White (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	Hispanic or Latino
ASST MGR, TRANSP	009605	FEMALE	White (Not Hispanic or Latino)

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Metro Employees with Positions As of June 24, 2010

JOB TITLE	JOB CLASS	GENDER	RACE
ASST MGR, TRANSP	009605	FEMALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	White (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	Hispanic or Latino
ASST MGR, TRANSP	009605	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	White (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	White (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	White (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	Asian (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	White (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	Hispanic or Latino
ASST MGR, TRANSP	009605	FEMALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	FEMALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	White (Not Hispanic or Latino)
ASST MGR, TRANSP	009605	MALE	Hispanic or Latino
ASST MGR, TRANSP	009605	MALE	Hispanic or Latino
ASST MGR, WYSDE SYSTEMS	007210	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, WYSDE SYSTEMS	007210	MALE	Black or African American (Not Hispanic or Latino)
ASST MGR, WYSDE SYSTEMS	007210	FEMALE	White (Not Hispanic or Latino)
ASST MGR, WYSDE SYSTEMS	007210	MALE	White (Not Hispanic or Latino)
ASST MGR, WYSDE SYSTEMS	007210	MALE	Hispanic or Latino
ASST OPS CONTROL MGR	009597	FEMALE	Black or African American (Not Hispanic or Latino)
ASST OPS CONTROL MGR	009597	MALE	White (Not Hispanic or Latino)
ASST OPS CONTROL MGR	009597	MALE	Hispanic or Latino
ASST OPS CONTROL MGR	009597	MALE	White (Not Hispanic or Latino)
ASST TREASURER	001011	FEMALE	Black or African American (Not Hispanic or Latino)
ASST TREASURER	001011	MALE	White (Not Hispanic or Latino)
AUDIT MGR	005603	FEMALE	Two or More Races (Not Hispanic or Latino)
AUDIT MGR	005603	FEMALE	Asian (Not Hispanic or Latino)
AUDIT MGR	005603	FEMALE	Black or African American (Not Hispanic or Latino)
AUDIT MGR	005603	FEMALE	Asian (Not Hispanic or Latino)
AUDIT SUPPORT MGR	005612	FEMALE	White (Not Hispanic or Latino)
BOARD SECRETARY	004210	FEMALE	Black or African American (Not Hispanic or Latino)
BUDGET MGR	001051	MALE	White (Not Hispanic or Latino)
CHIEF AUDITOR	005600	FEMALE	White (Not Hispanic or Latino)
CHIEF COMM OFCR	004999	MALE	White (Not Hispanic or Latino)
CHIEF EO	004211	MALE	White (Not Hispanic or Latino)
CHIEF ETHICS OFFICER	004228	FEMALE	White (Not Hispanic or Latino)
CHIEF FIN SVCS OFCR & TREASURER	004302	MALE	Asian (Not Hispanic or Latino)

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JOB TITLE	JOB CLASS	GENDER	RACE
CHIEF INFO OFCR	005410	FEMALE	Asian (Not Hispanic or Latino)
CHIEF OPNS OFFICER	004196	MALE	Black or African American (Not Hispanic or Latino)
CHIEF, REAL PROP MGMT & DEVLPMNT	007598	MALE	White (Not Hispanic or Latino)
COLLISION INVSTGTRS MGR	008041	MALE	White (Not Hispanic or Latino)
COMMUNICATIONS MGR	005003	MALE	Black or African American (Not Hispanic or Latino)
COMMUNICATIONS MGR	005003	MALE	White (Not Hispanic or Latino)
COMMUNICATIONS MGR	005003	MALE	Black or African American (Not Hispanic or Latino)
COMMUNICATIONS MGR	005003	MALE	White (Not Hispanic or Latino)
COMMUNICATIONS MGR	005003	MALE	Asian (Not Hispanic or Latino)
COMMUNICATIONS MGR	005003	FEMALE	Hispanic or Latino
COMMUNICATIONS MGR	005003	MALE	Black or African American (Not Hispanic or Latino)
COMMUNICATIONS MGR	005003	FEMALE	Asian (Not Hispanic or Latino)
COMMUNITY RELS MGR	005033	FEMALE	White (Not Hispanic or Latino)
COMMUNITY RELS MGR	005033	MALE	Black or African American (Not Hispanic or Latino)
COMMUNITY RELS MGR	005033	FEMALE	Hispanic or Latino
COMMUNITY RELS MGR	005033	MALE	Asian (Not Hispanic or Latino)
COMMUNITY RELS MGR	005033	FEMALE	White (Not Hispanic or Latino)
COMMUNITY RELS MGR	005033	FEMALE	Hispanic or Latino
COMMUNITY RELS MGR	005033	MALE	White (Not Hispanic or Latino)
COMMUNITY RELS MGR	005033	FEMALE	White (Not Hispanic or Latino)
CONFIG DOC CONTROL MGR	006425	FEMALE	White (Not Hispanic or Latino)
CONFIG MGMT MGR	006408	MALE	White (Not Hispanic or Latino)
CONSTRUCTION MGR	002001	MALE	White (Not Hispanic or Latino)
CONSTRUCTION SAFETY MGR	008107	MALE	White (Not Hispanic or Latino)
CONSTRUCTION SAFETY MGR	008107	MALE	White (Not Hispanic or Latino)
CONTRACT ADMINSTR MGR	002402	MALE	Hispanic or Latino
CONTRACT ADMINSTR MGR	002402	MALE	Black or African American (Not Hispanic or Latino)
CONTRACT ADMINSTR MGR	002402	FEMALE	Black or African American (Not Hispanic or Latino)
CONTRACT ADMINSTR MGR	002402	MALE	White (Not Hispanic or Latino)
CONTRACT ADMINSTR MGR	002402	MALE	Hispanic or Latino
CONTRACT ADMINSTR MGR	002402	MALE	Black or African American (Not Hispanic or Latino)
CONTRACT ADMINSTR MGR	002402	MALE	White (Not Hispanic or Latino)
CONTRACT ADMINSTR MGR	002402	FEMALE	Asian (Not Hispanic or Latino)
CONTRACT ADMINSTR MGR	002402	MALE	Hispanic or Latino
CONTRACT ADMINSTR MGR	002402	MALE	Black or African American (Not Hispanic or Latino)
CONTROLLER	001016	FEMALE	Asian (Not Hispanic or Latino)
CREATIVE SVCS MGR	008413	FEMALE	Asian (Not Hispanic or Latino)
CREATIVE SVCS MGR	008413	FEMALE	White (Not Hispanic or Latino)
CREATIVE SVCS MGR	008413	FEMALE	Asian (Not Hispanic or Latino)
DEBT MANAGER	001030	FEMALE	White (Not Hispanic or Latino)
DEO, CNTYWIDE PLNG & DEVLPMNT	009929	MALE	Asian (Not Hispanic or Latino)
DEO, CNTYWIDE PLNG & DEVLPMNT	009929	MALE	White (Not Hispanic or Latino)
DEO, CNTYWIDE PLNG & DEVLPMNT	009929	FEMALE	White (Not Hispanic or Latino)
DEO, CNTYWIDE PLNG & DEVLPMNT	009929	MALE	White (Not Hispanic or Latino)
DEO, COMMUNICATIONS	005006	MALE	Hispanic or Latino
DEO, COMMUNITY RELS	005013	FEMALE	White (Not Hispanic or Latino)
DEO, CREATIVE SERVICES	005018	FEMALE	White (Not Hispanic or Latino)
DEO, DIV & ECO OPPT	002411	FEMALE	Black or African American (Not Hispanic or Latino)

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JOB TITLE	JOB CLASS	GENDER	RACE
DEO, HUMAN RESOURCES	005200	MALE	White (Not Hispanic or Latino)
DEO, OPERATIONS	004217	MALE	White (Not Hispanic or Latino)
DEO, OPERATIONS	004217	MALE	White (Not Hispanic or Latino)
DEO, OPERATIONS	004217	MALE	Asian (Not Hispanic or Latino)
DEO, PROCUREMENT	006202	MALE	Hispanic or Latino
DEO, PROJECT MGMT	004206	MALE	White (Not Hispanic or Latino)
DEO, PROJECT MGMT	004206	MALE	White (Not Hispanic or Latino)
DEO, PROJECT MGMT	004206	MALE	Asian (Not Hispanic or Latino)
DEO, PROJECT MGMT	004206	MALE	White (Not Hispanic or Latino)
DEO, PROJECT MGMT	004206	MALE	White (Not Hispanic or Latino)
DEO, PROJECT MGMT	004206	FEMALE	Asian (Not Hispanic or Latino)
DEO, PUBLIC RELATIONS	005024	MALE	White (Not Hispanic or Latino)
DEO, RAIL OPS	007003	FEMALE	Asian (Not Hispanic or Latino)
DEO, REAL ESTATE	007600	FEMALE	Black or African American (Not Hispanic or Latino)
DEO, STRAT DEV, FACILS/OPS	004249	FEMALE	White (Not Hispanic or Latino)
DEO, WAYSIDE SYST ENGRG & MAINT	007220	MALE	White (Not Hispanic or Latino)
DEPUTY CHIEF CAPTL MGMT OFCR	004194	MALE	White (Not Hispanic or Latino)
DEPUTY CHIEF EXEC OFCR	004212	MALE	White (Not Hispanic or Latino)
DEPUTY INSP GEN - AUDIT	001102	MALE	Asian (Not Hispanic or Latino)
DIR OF ACCOUNTING	001018	MALE	Asian (Not Hispanic or Latino)
DIR OF ACCOUNTING	001018	MALE	Hispanic or Latino
DIR OF AUDIT	005602	MALE	White (Not Hispanic or Latino)
DIR OF AUDIT	005602	FEMALE	Black or African American (Not Hispanic or Latino)
DIR OF AUDIT	005602	FEMALE	Native Hawaiian/Other Pacific Islander(Not Hispanic/Latino)
DIR OF CENTRAL MAINT	004600	MALE	White (Not Hispanic or Latino)
DIR OF CUSTOMER RELATIONS	003014	FEMALE	Black or African American (Not Hispanic or Latino)
DIR OF EQUIP MAINT	004004	MALE	White (Not Hispanic or Latino)
DIR, BUDGET	001050	MALE	White (Not Hispanic or Latino)
DIR, BUDGET	001050	MALE	White (Not Hispanic or Latino)
DIR, CONSTRUCTION MGMT	002002	MALE	White (Not Hispanic or Latino)
DIR, CONSTRUCTION MGMT	002002	MALE	Asian (Not Hispanic or Latino)
DIR, CONTRACT ADMINSTRN	002401	FEMALE	Black or African American (Not Hispanic or Latino)
DIR, CONTRACT ADMINSTRN	002401	MALE	White (Not Hispanic or Latino)
DIR, CONTRACT ADMINSTRN	002401	MALE	Hispanic or Latino
DIR, CONTRACT ADMINSTRN	002401	MALE	Hispanic or Latino
DIR, CORPORATE SAFETY	008031	MALE	White (Not Hispanic or Latino)
DIR, FACILS MAINT	004601	MALE	White (Not Hispanic or Latino)
DIR, INFO MGMT	005431	MALE	White (Not Hispanic or Latino)
DIR, INVENTORY MGMT	006223	MALE	White (Not Hispanic or Latino)
DIR, OPS & SVC DELIVERY	005428	MALE	White (Not Hispanic or Latino)
DIR, OPS SUPPORT	009626	MALE	Black or African American (Not Hispanic or Latino)
DIR, PROJ ENGRG	003814	MALE	White (Not Hispanic or Latino)
DIR, PURCHASING	006220	MALE	White (Not Hispanic or Latino)
DIR, QUALITY MGMT	006806	MALE	Two or More Races (Not Hispanic or Latino)
DIR, BUS & RAIL OPNS CONTROL	007010	MALE	Hispanic or Latino
DIR, CNTYWIDE PLNG & DEVLPMNT	009907	MALE	White (Not Hispanic or Latino)
DIR, CNTYWIDE PLNG & DEVLPMNT	009907	FEMALE	Hispanic or Latino
DIR, CNTYWIDE PLNG & DEVLPMNT	009907	FEMALE	White (Not Hispanic or Latino)

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JOB TITLE	JOB CLASS	GENDER	RACE
DIR, CNTYWIDE PLNG & DEVLPMNT	009907	FEMALE	Asian (Not Hispanic or Latino)
DIR, CNTYWIDE PLNG & DEVLPMNT	009907	MALE	White (Not Hispanic or Latino)
DIR, CNTYWIDE PLNG & DEVLPMNT	009907	MALE	White (Not Hispanic or Latino)
DIR, CNTYWIDE PLNG & DEVLPMNT	009907	MALE	Asian (Not Hispanic or Latino)
DIR, COMMUNIC SRVCS	005040	FEMALE	White (Not Hispanic or Latino)
DIR, CUST PRGMS & SRVCS	005038	FEMALE	White (Not Hispanic or Latino)
DIR, METRO COMMUTE SRVCS	005042	MALE	White (Not Hispanic or Latino)
DIR, PROJECT CONTROL	006424	FEMALE	Black or African American (Not Hispanic or Latino)
DIR, REVENUE COLLECTIONS	001040	MALE	Asian (Not Hispanic or Latino)
DIR, SERVICE PERF & ANLS	008200	MALE	Asian (Not Hispanic or Latino)
DIR, STRA ORGTNL PLNG	001056	FEMALE	Black or African American (Not Hispanic or Latino)
DIR, SYS ARCH&TEC ITG	005429	MALE	Asian (Not Hispanic or Latino)
DIR, TRANSP PRGRM DEVLPMNT	005039	FEMALE	White (Not Hispanic or Latino)
DIV & ECON OPPT MGR	002410	FEMALE	Black or African American (Not Hispanic or Latino)
EEO PROGRAM MGR	002604	FEMALE	Black or African American (Not Hispanic or Latino)
EMPLOYEE/LABOR REL REP	003609	FEMALE	Hispanic or Latino
EMPLOYEE/LABOR REL REP	003609	MALE	Black or African American (Not Hispanic or Latino)
EMPLOYEE/LABOR REL REP	003609	FEMALE	White (Not Hispanic or Latino)
EMPLOYEE/LABOR REL REP	003609	FEMALE	Black or African American (Not Hispanic or Latino)
EMPLOYEE/LABOR REL REP	003609	MALE	Black or African American (Not Hispanic or Latino)
ENVIRON COMPL & SVC MGR	002200	MALE	Asian (Not Hispanic or Latino)
EO, ADMINISTRATION	004300	MALE	White (Not Hispanic or Latino)
EO, PROJECT MGMT	004199	MALE	Asian (Not Hispanic or Latino)
EO, RISK MGMT	008000	MALE	White (Not Hispanic or Latino)
EO, CONGSTN REDCTN INITIATIVE	009930	FEMALE	Black or African American (Not Hispanic or Latino)
EO, COUNTYWIDE PLNG & DEVLPMNT	009928	MALE	Hispanic or Latino
EO, COUNTYWIDE PLNG & DEVLPMNT	009928	FEMALE	White (Not Hispanic or Latino)
EO, COUNTYWIDE PLNG & DEVLPMNT	009928	MALE	White (Not Hispanic or Latino)
EO, COUNTYWIDE PLNG & DEVLPMNT	009928	MALE	Hispanic or Latino
EO, HIGH SPEED RAIL	004191	MALE	White (Not Hispanic or Latino)
EO, HIGHWAY PROJ MGMT	004192	MALE	White (Not Hispanic or Latino)
EO, OFFICE OF MGMT & BUDGET	004304	FEMALE	Hispanic or Latino
EO, PROC & MATL MGMT	006199	MALE	White (Not Hispanic or Latino)
EQUIPMENT MAINT MGR	004005	MALE	White (Not Hispanic or Latino)
EQUIPMENT MAINT MGR	004005	MALE	White (Not Hispanic or Latino)
EQUIPMENT MAINT MGR	004005	FEMALE	White (Not Hispanic or Latino)
EQUIPMENT MAINT MGR	004005	MALE	White (Not Hispanic or Latino)
EXEC DIR, COUNTYWIDE PLNG	004203	FEMALE	White (Not Hispanic or Latino)
EXEC DIR, HIGHWAY PROG	004190	MALE	White (Not Hispanic or Latino)
EXEC OFCR, PROJ CONTROL & ADM	006427	MALE	White (Not Hispanic or Latino)
FACILITIES MAINT MGR	004604	MALE	Hispanic or Latino
FACILITIES MAINT MGR	004604	MALE	White (Not Hispanic or Latino)
FACILITIES MAINT MGR	004604	MALE	Black or African American (Not Hispanic or Latino)
FACILITIES MAINT MGR	004604	MALE	White (Not Hispanic or Latino)
FINANCE MGR	001045	MALE	White (Not Hispanic or Latino)
FINANCE MGR	001045	FEMALE	Asian (Not Hispanic or Latino)
GENERAL SVCS MGR	004803	FEMALE	Hispanic or Latino
HUMAN RESOURCES MGR	005212	FEMALE	Black or African American (Not Hispanic or Latino)

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JOB TITLE	JOB CLASS	GENDER	RACE
INVESTIGATIONS MGR	001109	MALE	Black or African American (Not Hispanic or Latino)
ITS ADMNSTRN/PLNG MGR	005440	MALE	White (Not Hispanic or Latino)
LEGAL SERVICES MGR	008609	FEMALE	Black or African American (Not Hispanic or Latino)
MAINT MGR	009622	MALE	White (Not Hispanic or Latino)
MAINT MGR	009622	MALE	Hispanic or Latino
MAINT MGR	009622	MALE	White (Not Hispanic or Latino)
MAINT MGR	009622	MALE	Black or African American (Not Hispanic or Latino)
MAINT MGR	009622	MALE	White (Not Hispanic or Latino)
MAINT MGR	009622	MALE	White (Not Hispanic or Latino)
MAINT MGR	009622	MALE	Hispanic or Latino
MAINT MGR	009622	MALE	Asian (Not Hispanic or Latino)
MAINT MGR	009622	MALE	Black or African American (Not Hispanic or Latino)
MAINT MGR	009622	MALE	Black or African American (Not Hispanic or Latino)
MATERIEL MGR	006209	MALE	Hispanic or Latino
MATERIEL MGR	006209	FEMALE	Black or African American (Not Hispanic or Latino)
MATERIEL MGR	006209	MALE	White (Not Hispanic or Latino)
MATERIEL MGR	006209	MALE	White (Not Hispanic or Latino)
MATERIEL MGR	006209	MALE	Hispanic or Latino
MATERIEL PLNG MGR	006218	FEMALE	White (Not Hispanic or Latino)
MGR, WC INVESTIGATION	008027	MALE	Hispanic or Latino
OPS ASST INST MGR	009640	MALE	White (Not Hispanic or Latino)
OPS ASST INST MGR	009640	MALE	Hispanic or Latino
OPS ASST INST MGR	009640	MALE	White (Not Hispanic or Latino)
OPS PERF ANALYSIS MGR	009616	MALE	White (Not Hispanic or Latino)
POLICY RES& LIB SVC ADMNSTR	005823	MALE	White (Not Hispanic or Latino)
PROCUREMENT ADMNSTRN SUPV	006217	MALE	Hispanic or Latino
PROJ CONTROL MGR	006409	MALE	Asian (Not Hispanic or Latino)
PROJ CONTROL MGR	006409	MALE	White (Not Hispanic or Latino)
PROJ MGR, FACIL OPS	004619	MALE	Hispanic or Latino
PROJ MGR, FACIL OPS	004619	MALE	Hispanic or Latino
PROJ MGR, REAL ESTATE	007605	FEMALE	Asian (Not Hispanic or Latino)
PROJ MGR, REAL ESTATE	007605	MALE	Black or African American (Not Hispanic or Latino)
QUALITY ASSURANCE MGR	006805	MALE	White (Not Hispanic or Latino)
QUALITY ASSURANCE MGR	006805	MALE	Hispanic or Latino
RAIL DIV TRANSP MGR	007203	FEMALE	Black or African American (Not Hispanic or Latino)
RAIL DIV TRANSP MGR	007203	MALE	Black or African American (Not Hispanic or Latino)
RAIL DIV TRANSP MGR	007203	MALE	White (Not Hispanic or Latino)
RAIL DIV TRANSP MGR	007203	MALE	Hispanic or Latino
RAIL DIV TRANSP MGR	007203	MALE	White (Not Hispanic or Latino)
RAIL DIV TRANSP MGR	007203	MALE	Hispanic or Latino
RAIL FLEET SVC MGR	007002	MALE	White (Not Hispanic or Latino)
RAIL FLEET SVC MGR	007002	MALE	White (Not Hispanic or Latino)
RAIL FLEET SVC MGR	007002	MALE	Asian (Not Hispanic or Latino)
RAIL FLEET SVC MGR	007002	MALE	Hispanic or Latino
RAIL FLEET SVC MGR	007002	MALE	White (Not Hispanic or Latino)
RAIL FLEET SVC WRNTY/GA MGR	006800	MALE	Black or African American (Not Hispanic or Latino)
REVENUE AUDIT SUPV	001038	MALE	Black or African American (Not Hispanic or Latino)

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JOB TITLE	JOB CLASS	GENDER	RACE
RISK FINANCING MGR	008021	MALE	White (Not Hispanic or Latino)
SERVICE SECTOR GENERAL MGR	009631	FEMALE	Black or African American (Not Hispanic or Latino)
SERVICE SECTOR GENERAL MGR	009631	MALE	White (Not Hispanic or Latino)
SR CONSTRUCTION MGR	006413	MALE	White (Not Hispanic or Latino)
SR CONSTRUCTION MGR	006413	MALE	White (Not Hispanic or Latino)
SR CONSTRUCTION MGR	006413	MALE	White (Not Hispanic or Latino)
SR CONSTRUCTION MGR	006413	MALE	White (Not Hispanic or Latino)
SR ENGNRG MGR	003799	MALE	White (Not Hispanic or Latino)
SUPVG ENGINEER	003804	FEMALE	Asian (Not Hispanic or Latino)
SUPVG ENGINEER	003804	MALE	Asian (Not Hispanic or Latino)
SUPVG ENGINEER	003804	MALE	White (Not Hispanic or Latino)
SUPVG ENGINEER	003804	MALE	Hispanic or Latino
SUPVG ENGINEER	003804	MALE	White (Not Hispanic or Latino)
SUPVG ENGINEER	003804	MALE	Hispanic or Latino
SUPVG ENGINEER	003804	MALE	White (Not Hispanic or Latino)
SUPVG ENGINEER	003804	MALE	Asian (Not Hispanic or Latino)
SUPVG ENGINEER	003804	MALE	White (Not Hispanic or Latino)
SUPVG ENGINEER	003804	MALE	Asian (Not Hispanic or Latino)
SVC DVLPMT MGR	008202	MALE	Black or African American (Not Hispanic or Latino)
SVC DVLPMT MGR	008202	MALE	White (Not Hispanic or Latino)
SVC DVLPMT MGR	008202	MALE	White (Not Hispanic or Latino)
SVC DVLPMT MGR	008202	MALE	Hispanic or Latino
SYSTEMS MAINT MGR	005436	MALE	Black or African American (Not Hispanic or Latino)
SYSTEMS MAINT SUPV	005432	MALE	Hispanic or Latino
SYSTEMS MAINT SUPV	005432	MALE	Hispanic or Latino
SYSTEMS PROJECT MGR	005404	MALE	White (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	FEMALE	Asian (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	MALE	White (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	MALE	White (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	FEMALE	Black or African American (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	MALE	White (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	MALE	White (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	FEMALE	Asian (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	FEMALE	Asian (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	MALE	White (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	FEMALE	Asian (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	MALE	Hispanic or Latino
SYSTEMS PROJECT MGR	005404	MALE	White (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	FEMALE	White (Not Hispanic or Latino)
SYSTEMS PROJECT MGR	005404	MALE	White (Not Hispanic or Latino)
SYSTEMS SAFETY MGR	008103	MALE	Hispanic or Latino
SYSTEMS SAFETY MGR	008103	MALE	White (Not Hispanic or Latino)
SYSTEMS SAFETY MGR	008103	MALE	Hispanic or Latino
SYSTEMS SAFETY MGR	008103	MALE	White (Not Hispanic or Latino)
THIRD PARTY ADMINSTRN MGR	009403	MALE	Hispanic or Latino
TRANSP CONTRACT SVCS MGR	009627	MALE	White (Not Hispanic or Latino)
TRANSP FUNDING MGR	009912	FEMALE	White (Not Hispanic or Latino)
TRANSP MGR	009604	FEMALE	Black or African American (Not Hispanic or Latino)

California Department of Transportation
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Metro Employees with Positions As of June 24, 2010

JOB TITLE	JOB CLASS	GENDER	RACE
TRANSP MGR	009604	MALE	White (Not Hispanic or Latino)
TRANSP MGR	009604	MALE	White (Not Hispanic or Latino)
TRANSP MGR	009604	FEMALE	Asian (Not Hispanic or Latino)
TRANSP MGR	009604	MALE	Black or African American (Not Hispanic or Latino)
TRANSP MGR	009604	FEMALE	Hispanic or Latino
TRANSP MGR	009604	FEMALE	Black or African American (Not Hispanic or Latino)
TRANSP MGR	009604	FEMALE	Black or African American (Not Hispanic or Latino)
TRANSP MGR	009604	MALE	White (Not Hispanic or Latino)
TRANSP MGR	009604	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	FEMALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	FEMALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	FEMALE	Black or African American (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	MALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	MALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	MALE	Black or African American (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	American Indian or Alaska Native (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	American Indian or Alaska Native (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	FEMALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)

California Department of Transportation
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Metro Employees with Positions As of June 24, 2010

JOB TITLE	JOB CLASS	GENDER	RACE
TRANSP PLNG MGR IV	009900	FEMALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR IV	009900	MALE	Hispanic or Latino
TRANSP PLNG MGR IV	009900	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	Hispanic or Latino
TRANSP PLNG MGR V	009894	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	Black or African American (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	Black or African American (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	Black or African American (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	Asian (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	FEMALE	Hispanic or Latino
TRANSP PLNG MGR V	009894	FEMALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	White (Not Hispanic or Latino)
TRANSP PLNG MGR V	009894	MALE	Asian (Not Hispanic or Latino)
VEHICLE ACQUISITION MGR	003819	MALE	White (Not Hispanic or Latino)
WAYSIDE SYSTEMS MGR	007213	MALE	White (Not Hispanic or Latino)
WAYSIDE SYSTEMS MGR	007213	MALE	White (Not Hispanic or Latino)
WAYSIDE SYSTEMS MGR	007213	MALE	White (Not Hispanic or Latino)
WAYSIDE SYSTEMS MGR	007213	MALE	White (Not Hispanic or Latino)
WAYSIDE SYSTEMS MGR	007213	MALE	Black or African American (Not Hispanic or Latino)

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, B. Staff, Board and Program Administration Composition Item Number: 2	Inquiry: Board of Directors – Provide a staffing composition listing by position, race, and gender. Identify the voting members.	
Response: We do not request demographic data from Board members. The composition of the Metro Board is as follows: <ul style="list-style-type: none"> • The five members of the Los Angeles County Board of Supervisors • The Mayor of the City of Los Angeles, and three members appointed by the Mayor • Four members selected by the City Selection Committee representing the cities in Los Angeles County other than the City of Los Angeles. 		
Name of Person Responding: Michelle Jackson	Job Title: Board Secretary	Phone Number: 213-922-4605
Attachment(s): Names and photos of the Board of Directors		

METRO Board of Directors



Don Knabe
Chair
Los Angeles County
Supervisor
Fourth Supervisorial District



Antonio R. Villaraigosa
First Vice Chair, LACMTA
Mayor, City of Los Angeles



Michael D. Antonovich
Second Vice Chair
Los Angeles County
Supervisor
Fifth Supervisorial District



Diane DuBois
City Council Member,
Lakewood



John Fasana
City Council Member,
Duarte



José Huizar
City Council Member,
Los Angeles



Richard Katz
City of Los Angeles
Appointed by the Mayor of
Los Angeles



Gloria Molina
Los Angeles County
Supervisor
First Supervisorial District



Ara Najarian
Mayor, City of Glendale



Pam O'Connor
City Council Member, Santa
Monica



Mark Ridley-Thomas
Los Angeles County
Supervisor
Second Supervisorial District



Rita Robinson
City of Los Angeles
Appointed by the Mayor of
Los Angeles



Zev Yaroslavsky
Los Angeles County
Supervisor
Third Supervisorial District

Vacant

Ex officio

Appointed by the Governor
of California

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, B. Staff, Board and Program Administration Composition Item Number: 3	Inquiry: Policy and Advisory Committees – Provide a staffing composition listing of committees and their respective members by position, race, and gender.	
Response: We do not request demographic data from members of policy and advisory committees.		
Name of Person Responding: Michelle Jackson	Job Title: Board Secretary	Phone Number: 213-922-4605
Attachment(s): Names and photos of the five Service Sector Governance Councils Names and photos of the Citizens Advisory Committee Names and photos of the Access Advisory Committee Roster: Bus Operators Subcommittee (representatives of Municipal bus operators in LA County)		

Gateway Cities Representatives include:



George Bass (Chair)



**Harley Rubenstein
(Vice- Chair)**



[Anne Bayer](#)



Jo Ann Eros Delgado



[Cheri Kelley \(Chair\)](#)



[Lillie Dobson](#)







Cynde Soto



Wally Shidler

San Fernando Valley Council Members:

 <p>Brad Rosenheim Chair</p>	 <p>Dr. Richard Arvizu Vice Chair</p>	 <p>Kymberleigh Richards Sector Representative</p>
 <p>Michael Cano Sector Representative</p>	 <p>Jesus R. Ochoa Sector Representative</p>	 <p>Gary Bric Sector Representative</p>
 <p>Steven Veres Sector Representative</p>	<p>Vacant Sector Representative</p>	<p>Vacant Sector Representative</p>

Metro San Gabriel Valley Service Council



Left to right: Left to right: Jack Gabig (SGV Sector General Manager), Joseph Mosca (Vice-Chair), Bruce Heard, Ernie Gutierrez, Rosie Vasquez, Harry Baldwin, Sharon Martinez, Roger Chandler (Chair), David Spence

Metro Westside/Central Council



Metro Westside/Central Council – Seated from left: Terri Slimmer, Glenn Rosten (Governance Council Chair), Jerard Wright; Standing: Mark Maloney (General Manager), Catherine Bator, Joe Sticher, Peter Capone-Newton. Not pictured: Art Ida

Southbay Service Sector Council



GOODHART, JOHN



PULLEN-MILES, ROBERT



SZERLIP, DON



ADDLEMAN, JOHN C



MITCHELL, LOU



FRANKLIN, RALPH



DEMING, DEVON



KAMBARA, RENA



TURNER, KIM

Citizens Advisory Committee



NEIL BJORNSEN



HOWARD SACHAR



ROBERTA PITTMAN



KIMBERLY HORTON

No Photo
Available

SHALEY BROOKS

No Photo
Available

SEYMOUR ROSEN

No Photo
Available

WILLAM LATTO

No Photo
Available

PETER SCHICK



ROGER
CHRISTENSEN



RUSS DAVIES

No Photo
Available

PAMELA CORRADI

No Photo
Available

JAMES SEAL

No Photo
Available

LILIAN MOBLEY



ANTHONY BANASH



ALICE HARGRAVE



JOEL MCDOWELL



SAMANTHA ARNETT

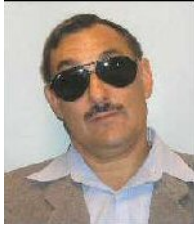


ERIC MILLER



DARRELL CLARKE

Access Advisory Committee



MITCH POMERANTZ



MARK PANITZ



RANDY HORTON



KIMBERLY HORTON



GLORIA BRODERICK



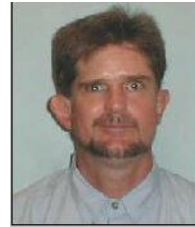
JOHN MAVIS



LIA AZEAL



RAY MCKEEVER



KEVIN DIXON



SHERILL MARTIN



BEN ROCKWELL



GEORGE REID



CONSUELLA MACKEY



DONNA POMERANTZ



EDWARD WILLIAMS



STEPHANIE BUSSI



ROBERT STIGILE



ERICA BLUMFIELD



DANIEL GARCIA



MICHAEL ARRIGO



KENT ANDERSON

No Photo
Available

LINDA KEENEY

BOS Member List 2010

Antelope Valley Transit Authority
42210 6th Street West, Lancaster, CA 93534

BOS Rep: Kim Hemperly , Senior Analyst voice: 661-729-2232 fax: 661-726-2615 e-mail: khemperly@avta.com	Alt. BOS Rep: Judy Vaccaro voice: 661-729-2234 fax: 661-726-2615 e-mail: jvaccaro@avta.com
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Arcadia Transit

240 W. Huntington Dr. Arcadia, CA 91066
PO Box 60021
Arcadia, CA 91066-6021

BOS Secretary: Linda Hui , Transportation Services Manager voice: 626-574-5435 fax: 626-447-3309 e-mail: lhui@ci.arcadia.ca.us

Beach Cities Transit

415 Diamond St., Redondo Beach, CA 90277-2836
www.redondo.org

BOS Rep: Diane Amaya , Transit Analyst voice: 310-318-0631/ 1+2032 fax: 310-937-6621 e-mail: diane.amaya@redondo.org	Alt BOS Rep: Joyce Rooney voice: 310-318-0631 ext. 2670 fax : 310 937-6621 email: joyce.rooney@redondo.org
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Claremont Dial-A-Ride/Pomona Valley Transportation Authority

1616 Monte Vista Avenue, Claremont, CA 91711 – 2120 Foothill Blvd. Ste. #116, La Verne, CA 91750

BOS Rep: Anna Sanchez , Sr. Management Analyst voice: 909-399-5306 fax: 909-626-9985 e-mail: Asanchez@ci.claremont.ca.us	Alt BOS Rep: George Sparks , CAR Administrator voice : 909-596-7664 fax : 909 596 7300 e-mail: CLSRVTA@gmail.com
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Commerce Municipal Bus Lines

5555 Jillson St. Commerce, CA 90040

BOS Rep: Claude McFerguson , Assistant Director of Transportation voice: 323-887-4419 fax: 323-724-2776 e-mail: claudem@ci.commerce.ca.us	BOS Rep: Dan Gomez , Director of Transportation voice: 323-887-4419 fax: 323-724-2776 e-mail: dannyg@ci.commerce.ca.us
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Culver CityBus

4343 Duquesne Ave., Culver City, CA 90232-2941

BOS Rep: Samantha Blackshire , Operations Mgr. voice: 310-253-6535 fax: 310-253-6513 e-mail: Samantha.blackshire@culvercity.org	Alt. BOS Rep: Art Ida , Transportation Director voice: 310-253-6545 fax: 310-253-6513 e-mail: art.ida@culvercity.org
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Foothill Transit

100 S. Vincent Ave., Suite 200, West Covina, CA 91790

BOS Chair: David Reyno , Director of Government Relations voice: 626-931-7205 fax: 626-931-7305 e-mail: dreyno@foothilltransit.org	Alt. BOS Rep: Richard Hasenohrl , Administration Manager voice: 626-931-7232 fax: 626-931-7332 e-mail: rhasenohrl@foothilltransit.org
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Gardena Municipal Bus Lines

15350 S. Van Ness Ave., Gardena, CA 90249-4100

BOS Rep: Joseph Loh , Administration Manager voice: 310-217-9575 fax: 310-771-0914 e-mail: jloh@ci.gardena.ca.us	Alt. BOS Rep: Amelia Toledo , Acting Director of Transportation voice: 310-965-8811 fax: 310-539-1989 e-mail: atoledo@gardenabus.com
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La Mirada Transit

13700 La Mirada Bl., La Mirada, CA 90638

BOS Rep: Judith G. Quiñonez , Accountant II voice: 562-943-0131 fax: 562-943-3666 e-mail: jquinonez@cityoflamirada.org	Alt. BOS Rep: Tony Moreno , Administrative Aide voice: 562-943-0131 ext. 3117 fax: 562-902-2980 e-mail: amoreno@cityoflamirada.org
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LADOT

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

BOS Rep: Corinne Ralph , Supervising Transportation Planner voice: 213-928-9745 fax: 213-928-9768 e-mail: corinne.ralph@lacity.org	Alt. BOS Rep: Kari Derderian , Supervising Transportation Planner I voice: 213-928-9741 fax: 213-928-9768 e-mail: kari.derderian@lacity.org Alt. BOS Rep: Martha D'Andrea , Grants & Administration voice : 213-928-9769 fax : 213-928-9768 e-mail : martha.dandrea@lacity.org
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Long Beach Transit

1963 E. Anaheim St., Long Beach, CA 90813

mailing address: PO Box 731 Long Beach, CA 90801-0731

BOS Rep: Dana Lee , Manager of Government Relations voice: 562-599-8571 fax: 562-599-8574 e-mail: dlee@lbtransit.com	Alt. BOS Rep: Karissa Selvester , Government Relations Representative voice: 562-599-8534 fax: 562-599-8574 e-mail: kselvester@lbtransit.com
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Montebello Bus Lines

400 S. Taylor Ave., Montebello, CA 90640-5057

BOS Rep: Alva Carrasco , Assistant Director of Transportation voice: 323-887-4658 fax: 323-887-4643 e-mail: acarrasco@cityofmontebello.com	Alt. BOS Rep: Jasmine Chilingarian , Mgmt. Analyst voice: 323-887-4615 fax: 323-887-4643 e-mail: hchilingarian@cityofmontebello.com
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California Department of Transportation
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Metro

One Gateway Plaza, Los Angeles, CA 90012-2952

BOS Rep: Steve Fox , Transportation Planning Mgr voice: 213-922-5308 fax: 213-922-6927 e-mail: foxs@metro.net	Alt BOS Rep: Wayne Wassell , Transportation Planning Mgr Voice: 213 922-6979 fax: 213 922-6927 e-mail: wassellw@metro.net
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Metro BOS Support Staff

One Gateway Plaza, Los Angeles, CA 90012-2952

Martha Butler , Transp. Planning Manager voice: 213-922-7651 fax: 213-922-2849 e-mail: butterm@metro.net	Quenisha Williams , Administrative Analyst voice: 213-922-7474 fax: 213-922-2849 e-mail: williamsq@metro.net
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Norwalk Transit

12650 E. Imperial Hwy., Norwalk, CA 90650

BOS Rep: Theresa Clark , Mgr. of Strategic Planning voice: 562-929-5601 fax: 562-929-5572 e-mail: tclark@ci.norwalk.ca.us	Alt BOS Rep: Lois Smith voice : 562-929-5540 fax : 562-929-5572 e-mail: lsmith@ci.norwalk.ca.us
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Santa Clarita Transit

28250 Constellation Road, Santa Clarita, CA 91355

BOS Rep: Susan Lipman , Transit Coordinator voice: 661-295-6302 fax: 661-295-6393 e-mail: slipman@santa-clarita.com

Santa Monica's Big Blue Bus

1660 7th Street, Santa Monica, CA 90401

BOS Rep: David Feinberg , Deputy Director of Transit Services voice: 310-458-1975 ext. 5848 fax: 310-450-4847 e-mail: david.feinberg@smgov.net	Alt. BOS Rep: Enny Chung , Sr. Administrative Analyst voice: 310-458-2296 fax: 310-395-5460 e-mail : enny.chung@smgov.net
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Torrance Transit

20500 Madrona Ave., Torrance, CA 90503-3690

BOS Vice-Chair: Dennis Kobata , Sr. Administrative Analyst voice: 310-618-3029 fax: 310-618-6229 e-mail: dkobata@torrnet.com	Alt. BOS Rep: James Lee , Administrative Analyst voice: 310-581-6924 fax: 310-618-6229 e-mail: jameslee@torrnet.com Alt. BOS Rep: Ian Dailey , Staff Assistant voice: 310-618-6234 fax: 310-618-6229 e-mail: idailey@torranceca.gov
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California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, B. Staff, Board and Program Administration Composition Item Number: 4	Inquiry: Provide a listing of persons who are designated to provide alternative and non-English language assistance and identify the languages and language services available for translation.	
Response: We have two (2) Centrex Operators – Claire Fitzgerald and Jacqueline Exeart, who are usually the first point of contact and we have Marie Tervalon, who works the Schedule Room and assists customers with brochures, schedules & trip planning.		
Name of Person Responding: Gail M. Harvey	Job Title: Customer Relations	Phone Number: 213.922.7030
Attachment(s):		

Review: C - Title VI Section: I. ADMINISTRATION, B. Staff, Board and Program Administration Composition Item Number: 5	Inquiry: Please describe the frequency that LACMTA receives requests for services and information from customers with Limited English Proficiency (LEP). What percentage is this of your total requests for services?	
Response: Information and service requests are received daily. Approximately 8.9% of 2.4 million annual transit information calls, and 9.5% of 34,000 annual customer comments are made by Spanish speakers and received through the Spanish Automatic Call distribution (ACD) queue; other foreign language requests are infrequent and are not tabulated. Approximately 10% of 29,000 annual customers who walk up to the front counter or Schedule Room are LEP customers, 75% of whom are Spanish speaking, with a much smaller percentage speaking Chinese or other Asian language.		
Name of Person Responding: Gail M. Harvey	Job Title: Customer Relations	Phone Number: 213.922.7030
Attachment(s):		

California Department of Transportation
ADA , DBE & Title VI Compliance Review

<p>Review: C - Title VI Section: I. ADMINISTRATION, B. Staff, Board and Program Administration Composition Item Number: 6</p>	<p>Inquiry: Please include a listing of volunteer and certified staff that provide interpreting and translation services.</p>
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Response:

The Board Secretary’s office is responsible for securing certified interpreters and translation services.

See attached contact list of – Multi-Lingual Employees of METRO. These volunteer individuals respond to over-the-counter customer request calls made by the Centrex Operators.

MULTI-LINGUAL EMPLOYEES OF METRO

LANGUAGE	NAME	EXTENSION	DEPARTMENT	FLOOR
AMAJARIC	Martha Mengistu	922-6876	Accounting	20
ARABIC	Ashad Hamideh	922-4299	Regional Program Mgmt.	23
	Armineh Saint	922-2369	Local Programming	23
	Hassan Fakhro	922-1321	Service Planning & Development	7
	Awny Malak	922-6268	Facilities Engineering	18
	Abdul Zohbi	922-2114	Corporate Safety	18
ARMENIAN	Armineh Saint	922-2369	Local Programming	23
	Aram Derian	922-4485	Information Management	5
BERMESE	Fannie Wong	922-7363	Systems Architecture	5
	Phillip Aung	922-3924	Information Management	5
CAMBODIAN	Monique Pe	922-4034	Customer Programs & Service	PL
CHINESE: CANTONESE	Huey-Ling Leung	922-6827	Accounting	20
	Lynn Ong	922-4466	ITS Admin.	5
	Gloria Shen	922-4551	Information Management	5
	Ha Chau	922-1253	Service Planning & Development	4
	Daniel(Huan) Ha	922-4555	Information Management	
	Tinh Quach	922-6830	System Security	PL
	Brandon Wong	922-3525	System Security	PL

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CHINESE: MANDARIN	Jia-Ming Yueh	922-4406	Information Management	5
	Lihong Zhang	922-6982	Systems Analysis	23
	Bill Wei	922-7200	Facilities Engineering	18
	Andi Wang	922-4722	Facilities Engineering	18
	Phanh Phongsak	922-7234	Facilities Engineering	18
	Shuyen Lin	922-5220	OD&T	4
	Huey-Ling Leung	922-6827	Accounting	20
FRENCH	Abdul Zohbi	922-2114	Corporate Safety	18
	Avinash Kalsi	922-4580	Operations & Service Delivery	2
	Lydie Colonello	922-1027	Purchasing	12
	Bruno Guillemet	922-7349	Project Control	17
GERMAN	Paul Burke	922-6977	Systems Analysis	23
	Manfred Polschiet	922-7443	OMB	24
HEBREW	Zipporah Lax Yamamoto	922-7121	Creative Services	19
HINDI	Avinash Kalsi	922-4580	Operations & Service Delivery	2
	Nalini Ahuja	922-3088	OMB	24
	Vijay Khawani	922-4035	Corporate Safety	18
IRANIAN/PERSIAN	Armineh Saint	922-2369	Local Programming	23
	Nemet Rabizadeh	922-4491	Systems Architecture	5
	Shahin Mastian	922-6772	Central Instruction	LOC 30 #
	Vazgen Vartanian	922-4547	Information Management	5
	Kambiz Pourmansour	922-24556	Information Management	5
	Parvan Ahmadi Segharloo	922-2864	Local Programming	23
	Alex Moosavi	922-2661	Westside Area Team	22
JAPANESE	Jane Matsumoto	922-3045	UFS	4
	Alan Nakagawa	922-2726	Creative Services	19
	Shinji(Jason) Nishiyama	922-6136	Internal Audit	21
KOREAN	Isaac Lim	922-6969	Service Planning	7
	Grace Hong	922-1328	Service Planning & Development	7
	Min Cheol Shin	922-6873	Accounting	20

California Department of Transportation
ADA , DBE & Title VI Compliance Review

NIGERIAN	Collins Kalu	922-4970	Corporate Safety	18
	Kenneth Chioke	922-7600	System Security	PL
PUNJABI	Avinash Kalsi	922-4580	Operations & Service Delivery	2
	Sangetta Patel	922-3966	IT Audit	21
RUSSIAN	Dennis Vorochy	922-4965	Risk Mgmt.	10
	Leonid Bukhin	922-7218	Systems Engineering	16
SINHALESE	Ajith Peiris	922-4771	Facilities Engineering	18
TAGALOG	Mary Lou Algallar	922-4370	Copy Services	15
	Rene Decena	922-5440	Accounting	20
	Carmen Mayor	922-5214	Human Resources	14
	Emily Matias	922-27144	Human Resources	14
	Regina Lim	922-4545	Information Management	5
THAI	Nisarath Kotchasak	922-1319	Local Programming	23
	Mana Katkaphan	922-1109	Project Engineering	16
	Vimol Katkaphan	922-7351	Purchasing	12
TURKISH	Parvan Ahmadi Segharloo	922-2864	Local Programming	23
URDU/PAKISTANI	Muhammad Ghauri	922-7353	Estimating	12
	Arif Moatiwala	922-6843	Accounting	20
VIETNAMESE	Tranh Tran	922-1225	Service Planning & Development	7
	Andre Tran	922-3354	Rail Fleet Services	DIV. 20 #
	Tanh Ngo	922-3374	Rail Fleet Services	DIV. 20 #
	Dan Nguyen	922-2916	Service Performance Analysis	7

NOTE:

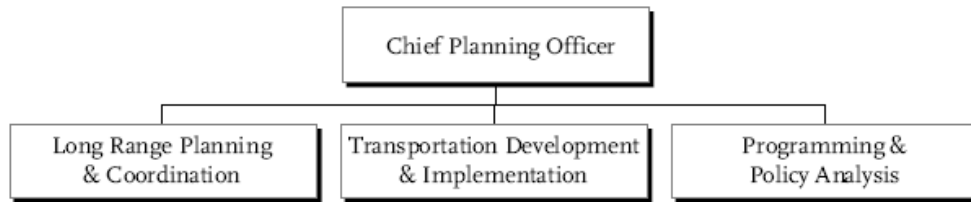
Person's with (#) are off-site and would be called to communicate with the customer via telephone.

Name of Person Responding: Gail M. Harvey	Job Title: Customer Relations	Phone Number: 213.922.7030
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, B. Staff, Board and Program Administration Composition Item Number: 7	Inquiry: Describe, in summary, the programs administered by the Planning organization and their Funding sources.	
Response: Please review the four page description of the Planning organization from the FY10 Adopted Budget.		
Name of Person Responding: Gladys Lowe	Job Title: Director, Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s): Description of Countywide Planning & Development SBU in the FY10 Adopted Budget		

Countywide Planning and Development



Strategic Business Unit

Countywide Planning and Development (CP&D) is responsible for regional short range and long range planning; programming and administering federal, state, and local transportation funds; preparing a financially constrained Transportation Improvement Program (TIP); and planning and coordinating regional transportation services and infrastructure improvements. It does this in partnership with Metro Operations, the County of Los Angeles and the 88 cities and 16 municipal operators within the County.

Chief Planning Officer

The Chief Planning Officer directs the overall programs of Metro's planning and programming services; develops strategies; defines major priorities; and resolves critical transportation issues in Los Angeles County.

Long Range Planning and Coordination

The Long Range Planning and Coordination department is responsible for regional transit planning, long and short range transportation planning, and transportation modeling and technical analysis necessary to support the development of countywide and regional plans and programs. The department is responsible for transit activities including

planning, design, development, monitoring, and municipal operator coordination for the Metro Rapid program and other regional transit planning activities. The Department is also responsible for developing countywide plans and programs, including the Long and Short Range Transportation Plans (LRTP and SRTP respectively) and the Congestion Management Program (CMP), and for regional transportation planning and air quality conformance coordination. Finally, the department performs technical analysis in support of plans, programs, and projects including: transportation modeling, geographic information system analysis, and user benefit analysis for Federal New Starts funding.

Transportation Development and Implementation

The Transportation Development and Implementation (TDI) department is responsible for project development, management, and implementation of multiple modes of transportation within Los Angeles County, including Highway/Freeway, Arterials, Transportation Demand Management (TDM), Rail and Busway, Signal Synchronization, Intelligent Transportation Systems, Bicycle, Pedestrian, Goods Movement and others. In addition, this department approves and manages the utilization of Call-for-Projects (CFP) funds by the cities and county and

Los Angeles County Metropolitan Transportation Authority
FY10 Budget

provides technical assistance in the implementation of these projects. The department is responsible for environmentally clearing corridor projects that further the implementation of Measure R projects. Projects currently in the environmental clearance stage include the Crenshaw Transit Corridor, Westside Subway Extension, Regional Connector, Eastside Extension Phase 2 and the Harbor Subdivision. TDI also serves as Metro's liaison with the 89 local jurisdictions and subregional Council of Governments (COGs).

The department is organized into two geographic sub-regions with three area planning teams in each sub-region. One sub-region includes the Central, Gateway Cities/Southeast and San Gabriel Valley. The South Bay, San Fernando Valley/North County and Westside area planning teams are in the other sub-region. Each team is responsible for corridor planning, project management and implementation of multiple modes of transportation within its geographic area.

Programming and Policy Analysis

Programming and Policy Analysis is responsible for strategic capital planning, regional and local programming, and regional program management for all fund sources that support Metro's mission of improving mobility and promoting innovative and comprehensive transportation systems throughout Los Angeles County. The department also manages the \$17.0 billion, six-year Transportation Improvement Program (TIP); analyzes federal, state and local programming proposals and policies; applies for and administers federal, state and local grants; programs funding for the Call-for-Projects (CFP); serves as the LRTP funding lead; allocates and administers funding to 89 local

jurisdictions, Metro Operations and 16 municipal operators; provides funding policy development and guidance for regional programs; is Metro's liaison with federal and state grantor agencies; and is Metro's liaison to the cities and municipal operators on local funding matters.

Significant Events in FY10

- Review and make recommendations on federal, state, and local legislative initiatives and policy issues (including FFY 2010 – FFY 2015 Federal Funding Authorization and Appropriations, SB 45 Implementation, State Transportation Infrastructure Bonds and Programs, Prop A, Prop C, and Measure R); support FY10 federal, state and local legislative requests for appropriations and other actions
- Prepare, review and submit the State Transportation Improvement Program funding requests for Los Angeles County
- Develop and implement Measure R local return, Metrolink, transit operating and capital policy and administrative guidelines for 37% of Measure R funds
- Review, analyze and make recommendations on directive to include new transit operators in the Regional Formula Allocation procedure
- Coordinate and address issues on the regional Universal Fare System with the municipal operators and local transit systems
- Manage and administer over \$1.0 billion in Transportation Fund Allocations for Transit Operators under the FAP, Foothill Mitigation, TSF, Base Restructuring, BSIP, Security MOSIP, Prop 1B

Los Angeles County Metropolitan Transportation Authority
FY10 Budget

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Mitigation Programs, Measure R, and the ARRA transit funding</p> <ul style="list-style-type: none">• Manage and administer Fund Allocations to the 88 Cities and LA County under the Local Return, TDA Article 3 & 8, Voluntary NTD Reports, and Mini-Call Bus Replacement Programs• Manage and administer \$8.9 million for special community transit programs under the Immediate Needs, SHORE and Rider Relief Programs• Incorporate municipal operators in the Rider Relief Transportation Program• Manage and administer capital and operating funds for over \$100 million in Metrolink Commuter Rail Services• Improve coordination, integration and secure capital funding for Amtrak and Metrolink services along the Los Angeles-San Diego-San Luis Obispo (LOSSAN) rail corridor• Complete update of the 30 year, \$271 billion Long Range Transportation Plan• Award over \$300 million in funding for the 2009 Call-for-Projects• Manage the Call for Projects including providing technical assistance to project sponsors, ensuring compliance with local, state and federal regulations and policies, and that over \$500 million in funds are spent on eligible project components, completing the annual Recertification/De-obligation/Extensions and execute necessary Letter of Agreement/Memorandum of Understandings (LOA/MOU) and | <p>amendments to existing agreements</p> <ul style="list-style-type: none">• Complete Metro Rapid Signal Priority Expansion Phase I on Four Metro Rapid Corridors• Continue with the Metro Rapid Signal Priority Expansion Phase II for three Metro Rapid Corridors• Complete Harbor Subdivision AA• Select Locally Preferred Alternative for Crenshaw Transit Corridor, Award PE Contract and continue preparation of the final EIR/EIS• Continue with Management Oversight of the EIR/EIS for the I-710 South Corridor• Continue with the DEIR/DEIS for the Metro Westside Extension• Continue with the DEIR/DEIS for the Regional Connector• Continue with the DEIR/DEIS for the Eastside Corridor Phase II• Continue with the EIS/EIR for SR2 Southern Freeway terminus and transportation efficiency improvements to Glendale Blvd.• Continue Major System Integration with Regional Intelligent Transportation Systems Architecture• Develop the Highway program for the Long Range Transportation Plan and Measure R implementation• Identify initial projects for Board consideration for Potential Public Private Partnership• Develop and implement Planning Dept. Transportation Sustainability Program• Conduct planning, design development, and programming for new Metro Rapid lines• Complete Wilshire Bus-Only Lane environmental assessment |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Los Angeles County Metropolitan Transportation Authority
FY10 Budget

- Conduct countywide bus speed improvement study
- Monitor and certify local compliance with Congestion Management Program
- Manage the CMP Congestion Mitigation Fee Study
- Manage the FTA On-Board System wide Origin-Destination Survey
- Transportation demand modeling for countywide and corridor studies.
- Secure, manage and administer over \$4.5 billion in programmed federal, state, and local transportation funds, including FTA, FHWA, ARRA funds, state Prop 1B funds, Homeland
- Security, STA/TDA for Metro capital, operating and planning projects, Expo Phases I and II, the 405 HOV, the Congestion Reduction Demonstration Program, and continue serving as the pass-through grant agency for capital, planning, and operating projects within LA County
- Oversee/report progress and address accounting/audit issues on all state, federal and local grant funds provided for Metro projects and programs.
- Close the \$240 million Benefit Assessment Program used to fund the initial segment of the Metro Red Line

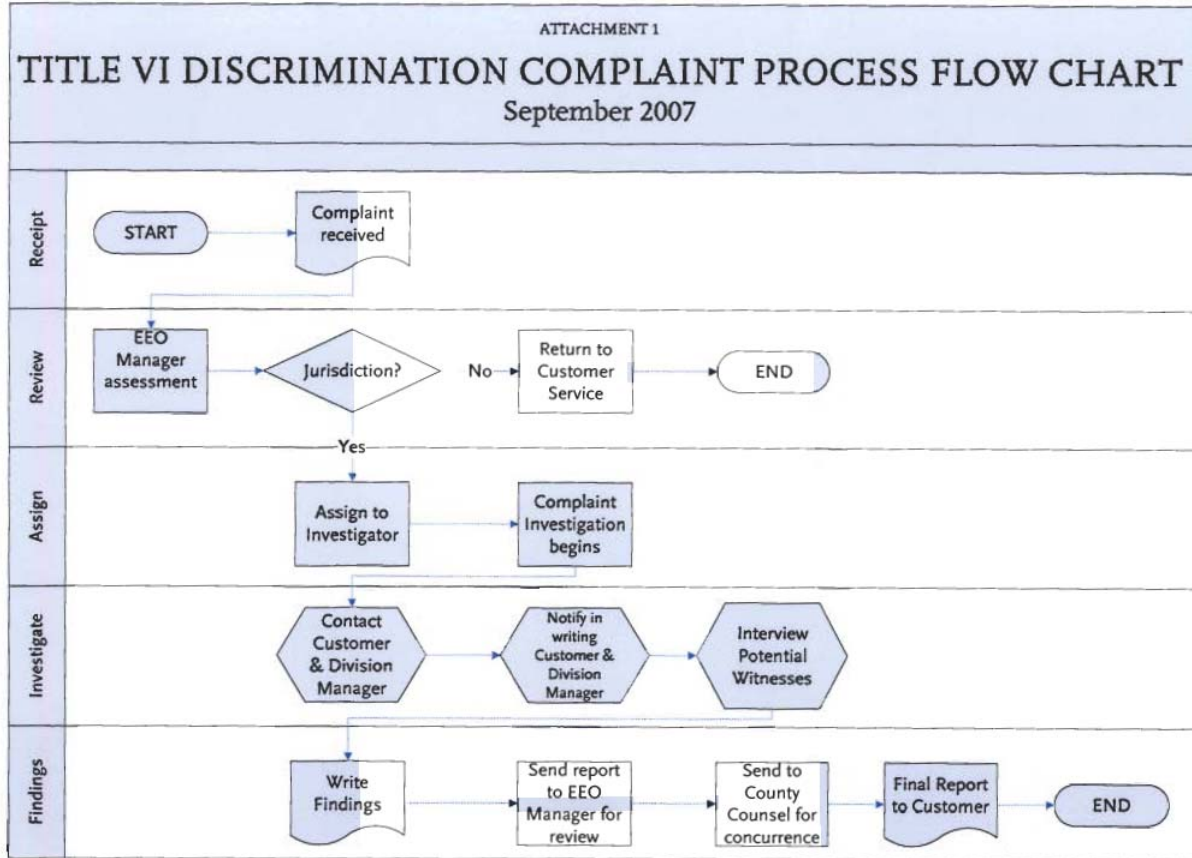
California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, B. Staff, Board and Program Administration Composition Item Number: 8	Inquiry: Provide a copy of your Equal Employment Opportunity Plan.	
Response: Metro's Affirmative Action Plan has been transmitted as a PDF file named Title 6 – Affirmative Action Plan.		
Name of Person Responding: Lucille Coleman	Job Title: EEO Program Manager	Phone Number: 213-922-2634
Attachment(s): Title Vi 4 – Affirmative Action Plan		

Review:
 C - Title VI
Section:
 I. ADMINISTRATION, C. Complaint
 Procedure
Item Number: 1

Inquiry:
 Provide a copy of the procedure and form(s) LACMTA uses to handle a Title VI complaint. How are your customers made aware of this process?

Response:



Customers may:

- Access Metro.net and click on About Us, and directly view the Title VI Policy; Title VI Policy is also provided in ten (10) other languages, which include Armenian, Cambodian, Chinese, Japanese, Korean, Russian, Spanish, Tagalog, Thai, and Vietnamese; and
- Obtain information provided under “Contact Us” which directs where written complaints may be sent to:

LACMTA EEO Programs Manager One Gateway Plaza – Mail Stop 99-13-4 Los Angeles, California 90012	OR	U. S. Department of Transportation Federal Transit Administration (FTA) Office of Civil Right, Region IX 201 Mission Street, Suite 1650 San Francisco, California 94105-1839
----------------------------------------------------------------------------------------------------------	----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------
- Assistance is also provided at LACMTA Customer Relations, Gateway Plaza. Customer Relations will assist with writing a complaint if the customer (Complainant) is unable to do so; and
- Contact LACMTA using the telephone numbers listed provided on the website (See attachment #3).

Title VI materials, including information, instructions and forms are provided online:
<http://www.metro.net/about/title-vi/>

The following is an image of the screen with procedures for passengers and other members of the public to file a Title VI complaint

How do I file a Title VI Complaint?

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

- > Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- > How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.

The complaint may be filed in writing with Metro Customer Relations at:

Los Angeles County Metropolitan Transportation Authority
Attn: Customer Relations
One Gateway Plaza
Los Angeles, CA 90012-2952

Printable Form: [Title VI Complaint form \(PDF\)](#)

Email: [Customer Relations](#)

Telephone: 1.800.COMMUTE (toll free)
Hearing Impaired: 800.252.9040 (TDD)

Complaint Assistance: Metro Customer Relations will assist with writing a complaint if the complainant is unable to do so.

Complainants may also file a Title VI complaint with an external entity such as the FTA, other federal or state agency, or a federal or state court. However, should a complaint be filed with Metro and an external entity simultaneously, the external complaint will supersede the Metro complaint and Metro's complaint procedures will be suspended pending the external entity's findings.

In This Section

- Additional Languages
- Overview

Frequently Asked Questions

- What is Title VI?
- How Do I File a Title VI Complaint?
- What Happens to My Complaint to Metro?
- How Will I Be Notified of the Outcome?
- Who Can File a Complaint?

Forms and Information

- Printable Complaint Form
- Customer Relations
- 1.800.COMMUTE or 323.GO.METRO
- 1.800.252.9040 (TDD)

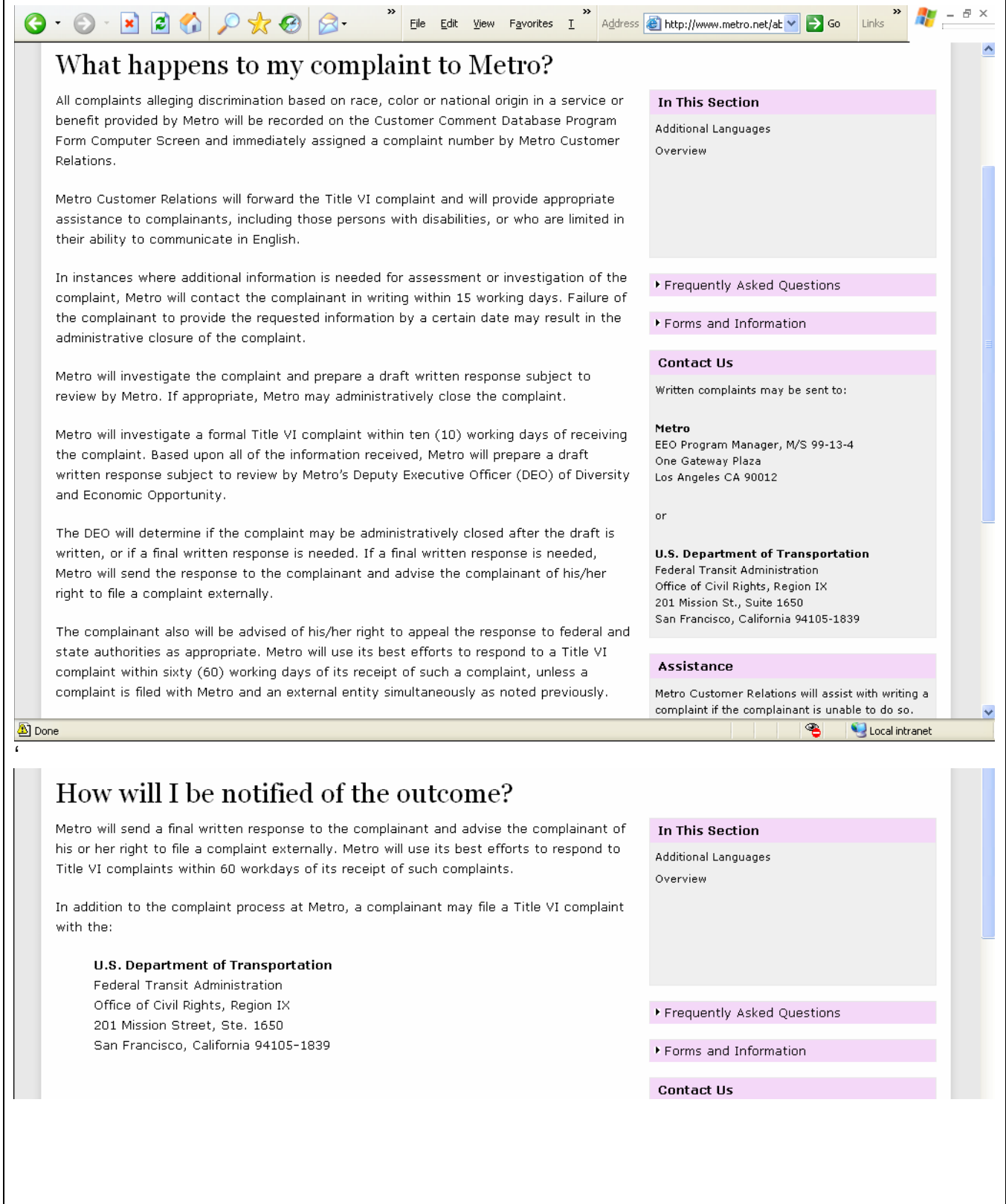
Contact Us

Written complaints may be sent to:

Metro

Error on page. Local intranet

The following is an image of the screen describing Metro's process for handling a Title VI complaint



California Department of Transportation
ADA , DBE & Title VI Compliance Review

Metro includes Title VI information in its core customer information and places it online as well as throughout the transit system in backlit displays. Core customer printed materials contain Title VI information; customers are directed to the online Title VI information for comprehensive information, instructions and forms. The following table shows the various customer materials which contain Title VI information, and the multi-language pocket guides which meets the needs of Limited English Proficiency customers.

These materials address Title VI and are provided to customers as basic Metro riding information.

Item	Distribution	Online
Metro Bus and Metro Rail Rider's Guide 10-2038 booklet English/Spanish annual est. 135,600	<ul style="list-style-type: none"> • New Resident Program mailing • Customer Relations • Metro-sponsored tables at fairs, community events 	Integrated throughout
Metro Bus and Metro Rail Guide for Seniors 10-1787 booklet 18,000	<ul style="list-style-type: none"> • Senior Center mailing • Senior Outreach Program • Customer Relations • Metro-sponsored tables at fairs, community events 	Integrated throughout
Metro Bus and Metro Rail Guide for Riders with Disabilities 10-1636 booklet English/Spanish 50,000	<ul style="list-style-type: none"> • Disability reduced fare customer mailing • Customer Relations • Accessibility Outreach Program • Metro-sponsored tables at fairs, community events 	Integrated throughout
How to Ride Metro 10-0064 4'x4' backlit display English/Spanish	<ul style="list-style-type: none"> • Metro Rail Stations • Bus hubs with displays 	N/A
How to Ride Metro 10-0063 4'x4' backlit display English/Chinese	<ul style="list-style-type: none"> • Chinatown Station 	N/A
How to Ride Metro 10-1849 4'x4' backlit display Japanese/Korean	<ul style="list-style-type: none"> • Little Tokyo/Arts District Station 	N/A
Multi-Language Pocket Guide <ul style="list-style-type: none"> • Armenian • Cambodian • Chinese • Japanese • Korean • Russian • Spanish • Tagalog • Thai • Vietnamese 	<ul style="list-style-type: none"> • Customer Relations • Metro-sponsored tables at fairs, community events 	http://www.metro.net/around/pocket-guides/
Title VI Policy Online		http://www.metro.net/about/toc/#departments

Name of Person Responding: Lucille Coleman Yvonne Price	Job Title: EEO Program Manager Sr. Communications Officer	Phone Number: 213-922-2634 213-922-4308
----------------------------------------------------------------------	------------------------------------------------------------------------	------------------------------------------------------

Attachment(s):
Title VI Statement of Policy – (EO 5)
Title VI Compliant Form
Title VI Complaint Procedure



Los Angeles County
Metropolitan Transportation Authority

Metro

**EQUAL EMPLOYMENT OPPORTUNITY
Title VI Statement of Policy**

(EO 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.

PURPOSE

The purpose of this policy is to ensure that LACMTA fares, routing, scheduling, and quality of transportation services are provided without discrimination on the basis of race, color, or national origin. Frequency of service, age and quality of LACMTA vehicles assigned to routes, quality of LACMTA stations and location of routes will be determined solely on the basis of operational requirements.

APPLICATION

This policy applies to all LACMTA employees, contractors, vendors, and customers.



Chief of SBU



APPROVED: County Counsel or N/A



ADOPTED: CEO

Effective Date: 3/6/2009

Date of Last Review: _____

Title VI Statement of Policy (EO 5)



Los Angeles County
Metropolitan Transportation Authority

Metro

EQUAL EMPLOYMENT OPPORTUNITY Title VI Statement of Policy

(EO 5)

1.0 GENERAL

The LACMTA is committed to the goals of equal employment opportunity and affirmative action. LACMTA will accomplish its goals by:

- ensuring that the level and quality of transportation service is provided without regard to race, color or national origin;
- promoting the full and fair participation of minority and low-income populations in transportation decision making;
- preventing denial, reduction, or delay in benefits related to programs and activities affecting minority and low-income populations; and
- providing meaningful access to LACMTA services, programs, and activities by persons with limited English proficiency (LEP).

2.0 PROCEDURES

Any person who believes that he or she may have been discriminated against on the basis of race, color, national origin, or English proficiency may file a complaint with LACMTA's Equal Employment Opportunity (EEO) Unit.

Those patrons who need assistance with limited English may contact the Metro Customer Relations Department, located on the Plaza Level, One Gateway Plaza, Los Angeles, CA 90012-2932.

2.1 Reporting

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to LACMTA, One Gateway Plaza, EEO Program Manager, 99-13-4, Los Angeles, CA 90012, or an online complaint form may be used by accessing LACMTA's website at http://www.metro.net/about_us/default.htm, and then forwarding the complaint to LACMTA Customer Relations.

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



Metro

Los Angeles County
Metropolitan Transportation Authority

EQUAL EMPLOYMENT OPPORTUNITY Title VI Statement of Policy

(EO 5)

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

2.2 Reviewing

The Equal Employment Opportunity (EEO) Manager will review the complaint to determine whether the complaint is within LACMTA EEO Unit's jurisdiction based on the following criteria:

- whether Complainant is a member of a protected group;
- whether Complainant has alleged discriminatory treatment based on race, color, national origin, or English language proficiency; or
- whether Complainant alleges adverse treatment based on a discriminatory or harassing act.

If the EEO Manager determines that EEO has jurisdiction, an investigator will be assigned to conduct an investigation within 24 hours of the EEO Manager's review. All complaints will be investigated promptly and handled in a confidential manner.

If jurisdiction is found not to exist in the EEO Unit, but does exist in another department, the complaint will be forwarded to the appropriate department for resolution. The EEO Manager will be notified of the steps taken to resolve the complaint.

2.3 Investigation Process

The EEO investigator will take the followings steps, at a minimum, to investigate the alleged discriminatory act. The specific investigating steps include:

- contacting the Division Manager where the alleged discrimination took place to determine if an investigation has been initiated and the results of the investigation;



Los Angeles County
Metropolitan Transportation Authority

Metro

EQUAL EMPLOYMENT OPPORTUNITY Title VI Statement of Policy

(EO 5)

- identifying and reviewing all relevant documents, practices and procedures to determine appropriate resolution; and
- identifying and interviewing persons with knowledge of the alleged Title VI violation, such as the Complainant; witnesses; others identified by the Complainant; people who may have been subject to similar activity; or anyone else with relevant information.

The investigation process and final investigative report should be completed within ninety (90) business days. If no Title VI violation is found, and the Complainant wants to appeal the decision, he or she may appeal directly to LACMTA, EEO Program Manager, One Gateway Plaza, 99-13-4, Los Angeles, CA 90012.

2.4 Subsequent Complaints and Amended Charges

Any subsequent complaint or amended charge should be filed utilizing the Discrimination Complaint Form. Amended charges can also be submitted via email or other written format. The EEO Manager will review each subsequent complaint or amendment to determine whether the subsequent complaint 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 EEO Investigator prepares a final investigative report for the EEO Manager with a copy to County Counsel. All principal parties will receive written notification of the investigative findings.

2.6 Implementation of Remedial Actions

If a Title VI violation is found to exist, appropriate remedial steps will be taken immediately.

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.



Los Angeles County
Metropolitan Transportation Authority

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EQUAL EMPLOYMENT OPPORTUNITY Title VI Statement of Policy

(EO 5)

Equal Opportunity – refers to the 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 amended.

Discrimination – refers to any act, or any failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person transit services because of race, color, or national origin.

4.0 RESPONSIBILITIES

The EEO Manager maintains a log of all Title VI 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.

5.0 FLOWCHART

Not Applicable

6.0 REFERENCES

Title VI of the 1964 Civil Rights Act

FTA Circular 40702.1A

LACMTA Limited English Proficiency Outreach Plan

7.0 ATTACHMENTS

Not Applicable

8.0 PROCEDURE HISTORY

03/01/08 Policy memo.

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.



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires 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."

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

Complete and return this form to Employee Relations: 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 Number (home): _____ (business): _____

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

Name _____

Address: _____

City: _____ State: _____ Zip Code: _____

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

a. Race/Color:

b. National Origin:

7. What date did the alleged discrimination take place?



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

8. 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.

9. 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

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

Name _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____

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

Complainant's Signature

Date

Los Angeles County
Metropolitan Transportation Authority

Title VI Discrimination Complaint Processing Procedure

December 2009



Metro

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TITLE VI

DISCRIMINATION COMPLAINT PROCESSING PROCEDURE

A. General Requirements:

1. ***Policy Statement*** – Los Angeles County Metropolitan Transportation Authority, hereinafter known as Metro, is committed to the goals of equal employment opportunity, affirmative action, environmental justice, and fulfilling the following objectives:
 - a. Ensuring that the level and quality of transportation service is provided without regard to race, color or national origin.
 - b. Identifying and addressing as appropriate, disproportionately high adverse human health and environmental effects, including social and economic effects of programs and activities affecting on minority populations and low-income populations.
 - c. Promoting the full and fair participation of all affected populations in transportation decision making.
 - d. Preventing denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
 - e. Ensure meaningful access to Metro services, programs and activities by persons with limited English proficiency (LEP).

Persons who believe they have been discriminated against on the basis of race, color, national origin, or English proficiency may file a complaint with Metro's Equal Employment Opportunity Department (EEO). Metro is committed to thoroughly and promptly investigating the merit of each complaint alleging violations of Title VI of the Civil Rights Act of 1964. Complaints will be handled in a confidential manner.

2. ***Purpose*** – These procedures provide guidelines to the EEO department staff for filing, processing and investigating complaints of discrimination in violation of Title VI Statement of Policy EO 5, dated March 6, 2009.
3. ***Authority*** – Metro is responsible for following State and Federal law applying to equal employment opportunity and anti-discrimination practices and procedures. As a recipient of federal funds, Metro is obligated to comply with United States Department of Transportation (USDOT), Federal Transit Authority (FTA) and Federal Highway Administration (FHWA) regulations. The law and regulations applicable to Metro's EEO policies and procedures are incorporated herein by reference as though set forth in full. They include, but are not limited to, the following:
 - Title VI of the Federal Civil Rights Act of 1964, 42 USC 2000e;

4. ***Individuals Eligible To File Complaints*** – Any person who believes that he or she may have been discriminated against based on a violation of Metro Title VI Policy EO 5, including, but not limited to, discrimination on the basis of national origin, race or color may file a complaint with Metro's EEO Department.
 - (a) ***Any Person*** who feels that he or she may have been discriminated against in violation of Title VI Statement of Policy EO 5 should immediately report the matter to the Equal Employment Opportunity Programs Manager at (213) 922-2634.
 - (b) ***Filing of Complaint*** – If the substance of the individual's complaint cannot be resolved through informal discussions, the individual may document the complaint by either submitting a signed Discrimination Complaint Form or a written statement outlining the basis of the complaint. The written complaint should be addressed to the Equal Employment Opportunity Unit, Attention Equal Employment Opportunity Programs Manager, Mail Stop 99-13-4.
5. ***Timely Complaint*** – Complaints of violation of Title VI Statement of Policy EO 5 alleging discrimination are subject to limitation periods, and complainants must file their complaint within 180 days of the date of the alleged violation. Complaints should include the following:
 - Date of alleged discriminatory act;
 - Description of what took place; and
 - Date the person became aware of the alleged discriminatory act.
6. ***Subsequent Complaints and Amended Charges*** – any subsequent complaint and amended charge should be filed utilizing the Discrimination Complaint Form. Amended charges can also be submitted via-email or written letter. The Equal Employment Opportunity Programs Manager will review each subsequent complaint and amendment to determine whether the subsequent complaint should stand on its own or be incorporated into the original complaint and investigation.
7. ***Retaliatory Actions Prohibited*** – Retaliatory action is prohibited against a person who has filed a complaint, testified as to facts, or in any way participated in reporting alleged violations of Title VI Statement of Policy EO 5.
8. ***Early Resolution*** – At each stage of the complaint process, an attempt to reach early resolution of the complaint will be sought by the staff of the Equal Employment Opportunity Department in hopes of resolving the complaint expeditiously and at the lowest level possible.

9. ***Handling of Confidential Information*** – Each person involved in the processing of the complaint is responsible for the confidentiality of the information, including its security and protection from disclosure. To guard against unauthorized access to hard copies of confidential information received or prepared as part of the investigation, **all documentation of a confidential nature will be transmitted in a sealed envelope.**

B. Processing of Complaint – Initial Contact:

1. ***Initial Contact*** – Complainant can contact the EEO Department and file a discrimination complaint in person, telephonically, in writing with or without a complaint form, or by an email message sent directly to the Customer Relations Department. Any Metro staff that becomes aware of a discrimination complaint should immediately contact Equal Employment Opportunity Programs Manager at (213) 922-2634 or via email at colemanl@metro.net for further information.
2. ***Complaint Form and Assistance*** – The complainant will be scheduled for an intake interview if the complainant has not filed a written complaint or has not completed a Discrimination Complaint form. A copy of the form will be provided to the complainant who will be offered assistance in preparing the written complaint. Complainants may also visit the EEO Department for an unscheduled interview.
3. ***Complaint Requirements*** –
 - (a) Complainant's name, address, contact telephone numbers, and times available for interviews;
 - (b) A detailed description, explanation, believed basis of the alleged race, color, or national origin discriminatory act(s) or LEP violation, and the remedy being sought;
 - (c) Employee's title, badge number, bus number, vehicle number, line number, date of occurrence, time of day, direction of travel, or any other identifying information of the person believed to have acted in a discriminatory manner.
 - (d) Respondent's work location, if known;
 - (e) Name and contact information for anyone who can provide information regarding the alleged discriminatory acts; an indication of any relationship to the complainant or respondent; and the nature of what was observed. Complainant's signature and date;

- (g) Complainants, by signing the complaint form, attest to the following:
- The truth of the allegation asserted;
 - The accuracy of the information provided;
 - That all documents and information acquired during the investigation are confidential;
 - That their cooperation is necessary to complete the investigation; and
 - That all inquiries pertaining to the status of the complaint must be directed to the Manager, EEO, or EEO Investigator assigned to the case.
- (h) **Dual Complaints** – Even if a complaint has been filed with an outside agency, the EEO Unit shall be responsible for conducting its own investigation of the case in a prompt and thorough manner to determine the merits of the case, as well as to seek early resolution if warranted, and/or to initiate immediate corrective measures if necessary. The information gathered as part of the internal investigation would be the basis for Metro's responses to Request for Information (RFI) inquiries from FTA or USDOT.
- (i) **Discrimination Complaint Form** – Each complaint will be reviewed to determine whether any immediate remedial corrective action is needed before a formal complaint is filed and investigated.
4. **Initial Processing of Complaint** – Within 24 hours of receipt of any complaint by any method, the following actions will be taken by EEO staff:
- (a) Date stamp and log in of complaint;
 - (b) Develop case file;
 - (c) Identify issues of complaint; and
 - (d) Determine whether the case falls within the jurisdiction of Equal Opportunity Department or another department.

A preliminary determination shall be made whether the complaint is within the EEO unit's jurisdiction based on the following criteria:

- Whether complainant is a member of the protected group;
- Whether complaint has alleged discriminatory treatment based on race, color, national origin, or English language proficiency (EL); or
- Whether complainant alleges adverse treatment based on a discriminatory or harassing act.

The EEO Programs Manager will review the complaint when first received. If the EEO Programs Manager determines that EEO has jurisdiction, an investigator will be assigned to the case within 24 hours of the Program Manager's review. The investigator will then conduct an investigation.

If jurisdiction does not exist, EEO staff will inform the Complainant in writing and close the matter.

5. ***Jurisdiction*** – If the complaint's jurisdiction is found not to exist within the EEO Unit, but does exist in another department, the complaint will be forwarded to the appropriate Department, i.e., Planning, Customer Relations, Human Resources or Metro's Transit Security, if a threat was involved. The EEO Programs Manager should be notified of the final resolution.
6. ***Notification of Acceptance of Complaint*** – Once a complaint is accepted, EEO staff will send written notices to the Complainant and the Respondent within five (5) days. Notices to the Complainant will be sent via certified mail and regular mail.
7. ***Scope of a Complaint Investigation*** – A complaint investigation will be thorough and objective.
8. ***Intake Interview Procedures*** – If an individual visits the EEO Unit office to file a complaint, an "Intake Interview" will take place. The purpose of the interview is to provide a proper foundation for determining if a prohibited act occurred and by clarifying the complaint, and identifying witnesses and evidence that may be helpful in completion of the investigation. The interview can be conducted at the time of submittal of the complaint or as part of the initial complaint assessment. If the complaint has already been assigned, the designated EEO Investigator will schedule the intake/assessment interview.

The intake interviews should follow the following steps:

- Clarify purpose and function - All questions from complainant should be answered and complaint procedures, investigative process and complainant's rights thoroughly explained.
- Determine the basis of the complaint - Although the Intake Complaint Form sets forth the standard questions to be asked, the EEO Investigator should clarify any questions as to facts and allegations presented by the complainant;

- The signed and completed Intake Complaint Form, and any notes that are taken by EEO during the intake interview, should be attached to the Intake Complaint Form. The Intake Complaint Form and attachments should be inserted into complainant's EEO file.
9. ***Telephone Intake Interviews*** – Although telephone Intake Interviews can be taken, face-to-face interviews are highly encouraged because they allow for better exchange of information. If a telephone intake interview is conducted, a copy of the Intake Complaint Form shall be completed and sent to the complainant for signature.

C. **Complaint Investigation:**

1. ***The EEO Investigator shall:***

- (a) Contact Division Manager where alleged discrimination took place to determine if they have initiated an investigation, and request their results, if any.
- (b) Set meetings with complainant for initial assessment or intake;
- (c) Explain his/her role as a neutral advisor, and take the lead role in the fact-finding and investigation;
- (d) Mediate, if at all possible, an informal resolution to the complaint;
- (e) Advise complainant of his/her right to file a complaint with an external civil rights agency, such as the Federal Transit Authority (FTA) or United States Department of Transportation (USDOT);
- (f) Inform respondent of allegations made against him/her and proper procedures for responding to the complaint;
- (g) Prepare an investigation plan that details the complainant's allegations and facts to be verified; discuss with the EEO Programs Manager prior to beginning the investigation;
- (h) Notify all parties; schedule interviews;
- (i) Prepare all correspondence and complete the final determination report;
- (j) Coordinate Metro's response to any inquiries pertaining to the investigation, including all requests for information;
- (k) Conduct investigation of complaint. Unless the EEO Programs Manager grants an extension, EEO Investigator should report findings and conclusions to the EEO Programs Manager within 60 days of receipt of the complaint. After concurrence from County Counsel and the EEO Programs Manager, the EEO Investigator will close the investigation and complaint file;
- (l) Process any public disclosure request through the Records Manager Office;

- (m) Assure complainant, those interviewed, and those who participated in the investigation, that Metro will take necessary actions to ensure against actions of retaliation or further discrimination;
- (n) Monitor effectiveness of remedial action taken and notify the EEO Manager if further action is warranted.

2. ***Investigation Plan***

The plan should include:

- (a) Determination whether the respondent or his/her management has had the opportunity to rectify the complaint internally and a review of the results of any internal investigation that may have been conducted;
- (b) Determination whether any corrective actions and/or offers of settlements are sufficient to ensure compliance with Metro's EEO policy;
- (c) List of tentative witnesses to be interviewed. The list should include anyone who has direct knowledge of the alleged discrimination;
- (d) Respondent Interview Form and Witness Interview Form(s) used when conducting interviews of the respondent and witnesses. The EEO Investigator, with the approval of the EEO Programs Manager, may develop a list of initial ancillary questions to better address specific issues involved in the case. The EEO Investigator should expand the line of questioning if new information is uncovered. Follow up questions are encouraged. The questions must be based on the facts and allegations in the complaint or uncovered in the investigative process. The EEO Investigator should avoid asking questions that are leading or argumentative;
- (e) List of evidence or documents;
- (f) Calendar showing progress of investigation;
- (g) Recommendations for immediate remedial action to address the alleged discrimination or harassment prior to the conducting the investigation. Necessary action will be determined on a case-by-case basis and must not be construed as any pre-judgment as to the merit of the case.

3. ***Interview Protocol***

- (a) ***Scheduling*** – To expedite the review/investigation process and to minimize travel, the EEO Investigator should conduct as many fact-findings and interview activities as possible in a single visit. All meetings should be held at a neutral location. The room should provide privacy and be located out of view of others to the maximum extent possible. Time allocated for interviews should allow for additional questions and for EEO Investigator to review with the parties or witnesses their statements.

- (b) **Parties and Witness Interviews** – Interviews should be conducted with each of the parties and of their respective witnesses.
- (c) **Witness Preparation** – All parties and witnesses shall be advised of their rights during the review/investigation process. Their cooperation in the process will be expressly solicited. Each witness should be given a brief explanation as to the purpose, scope and process of the interview, and assured that anything they say during the interview is confidential. They should also be advised that to maintain confidentiality and have a comprehensive investigation, they need to be as specific as possible, and to relate only first-hand knowledge. Opinion and suppositions should be avoided unless they serve a productive purpose.
- (d) **Notation During Interviews** – Before the interview is conducted, the EEO Investigator should explain that he/she will be taking notes that will be used in completing the final report. The EEO Investigator's notes should reflect the words of the person being interviewed. The EEO Investigator's notes need not capture the person's exact words, but should accurately reflect the facts and context of the statements made. Tape recording is not recommended. The EEO Investigator should revise the interview notes if requested to do so by the interviewee. All preliminary drafts, notes, and recommendations of the EEO Investigator and discussions between members of the EEO department are exempt from public inspection and copying.
- (e) **Additional Information** – All interviewees will be asked to provide the name of other individuals, dates, places, or documents that are beneficial in verifying the truth of the discrimination allegation.

4. **Investigative Report**

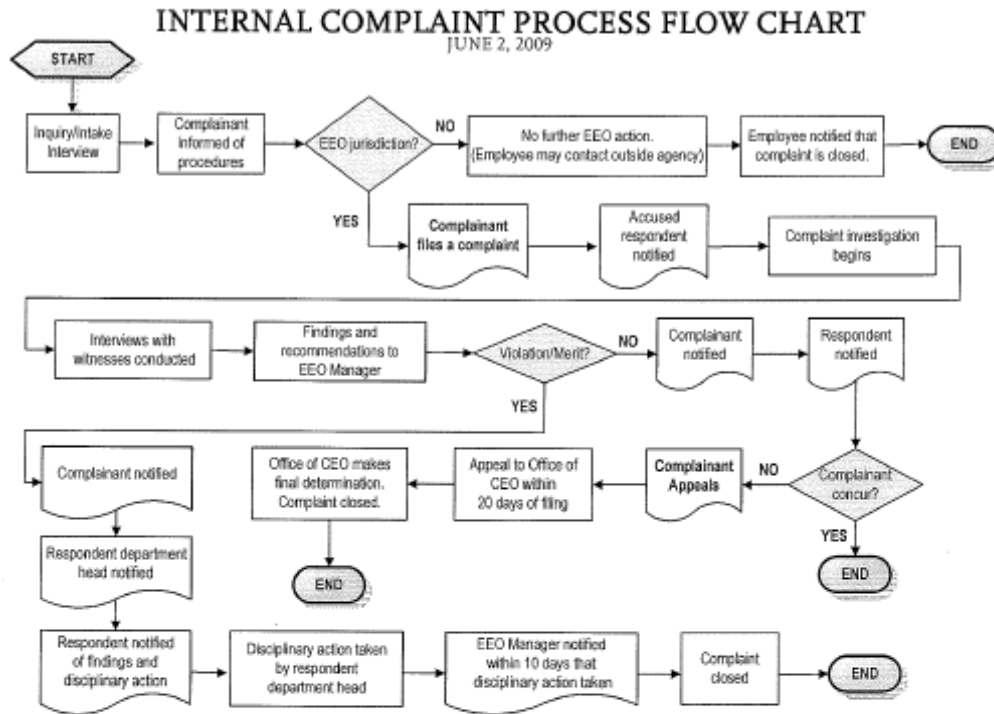
The EEO Investigator's fact-finding report should include:

- (a) Case number (if dual filings, indicate numbers);
- (b) Name of Complainant;
- (c) Name of Respondent;
- (d) List of key witnesses;
- (e) Division, unit, and workplace location;
- (f) Date complaint filed and the date received;
- (g) Jurisdictional description (authority) and determination;
- (h) Summary of complaint allegation(s);
- (i) Chronology of events underlying complaint;
- (j) Summary of respondent's response;

- (k) Chronology of events underlying response;
 - (l) Separate analysis of each allegation which includes a clear statement of each allegation of discrimination or unfair treatment; whether alleged act(s) occurred (finding of fact); and if there was a policy or statutory violation;
 - (m) Investigation Conclusion(s) and/or Determination(s) (Merit or no Merit Finding).
5. ***Elements of Proof & Tests*** – Based on the different elements of proof and tests applicable to particular types of discrimination complaints, the EEO Investigator determines the appropriate tests to apply against the facts of the complaint, with assistance from the EEO Programs Manager, if necessary.
 6. ***Internal Report Concurrence***
 - EEO Programs Manager reviews and approves the Investigative Report and gives guidance during the investigation.
 - County Counsel reviews and concurs with report, when applicable.
 7. ***Determination Letters*** – All principle parties will be notified in writing of the complaint determination.
 8. ***Merit Finding*** – When merit to the complaint is found, the supervisor/Department Head will be notified and advised to take appropriate corrective action.
 9. ***Administrative Closures*** – Administrative closure of an EEO Discrimination Complaint may occur for:
 - Failure of the Complainant to cooperate with the investigation;
 - Inability to reach the Complainant after repeated efforts;
 - Lack of validation that an act of discrimination occurred;
 - Failure to timely file complaint; or
 - Referral to another Metro department for resolution of complaint.
 10. ***Role of County Counsel*** – County Counsel may review the EEO Investigator's Report and applicable correspondence when requested. County Counsel should be notified if complainant is represented by an attorney.
 11. ***Settlements*** – The Equal Employment Opportunity Unit may act as an intermediary in facilitating a settlement between the Complainant, Respondent, and affected department. All settlements are reviewed by County Counsel prior to making a settlement offer to the Complainant. Any settlement offers exceeding \$25,000 must be approved by the Chief Administrative Officer and County Counsel prior to making the offer to the Complainant.

12. ***Externally Filed Complaints*** – All complaints received from an external agency must be presented to the Equal Employment Opportunity Programs Manager for assignment to an EEO Investigator. The EEO Investigator is responsible for the timely preparation of Metro's response to the external agency. If an extension is needed, the request should be made prior to the specified due date established by the external agency.
13. ***Roundtables*** – The Equal Employment Opportunity Programs Manager may convene a meeting with other departments to discuss possible remedial actions, or to address emergency issues.
14. ***Metro Transit Security*** – An EEO Investigator should immediately notify Metro Transit Security and the EEO Programs Manager if any party or witness raises valid concerns regarding his or her immediate physical well-being.
15. ***Conflict of Interest*** – Individuals involved in the investigation of a complaint must disclose any relationship they may have with either the Complainant or Respondent. The individuals must immediately recuse themselves or be removed from participation in any part of the investigation process if their relationship and continued involvement would give the appearance of partiality.
16. ***Media*** – All inquiries from the media pertaining to the investigation must be referred to the Media Relations Department and the appropriate Executive Officer.
17. ***Participation in Legal Proceedings*** – County Counsel must be advised of any request made for an EEO Investigator's participation in a legal proceeding.
18. ***Freedom of Information Request/Subpoena for Documents*** – All Freedom of Information Requests and/or Subpoena for documents pertaining to a complaint must be processed through the Records Management Office and reviewed by County Counsel.

19. *Discrimination Complaint Process Flow Chart:*



California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, C. Complaint Procedure Item Number: 2	Inquiry: How many Title VI complaints have you received in the past two years? What was the outcome of those complaints? How are Title VI complaint procedures disseminated to LACMTA or Program personnel?	
Response: There have been 56 Title VI complaints filed in the past two years (July 1, 2008 – June 25, 2010). <ul style="list-style-type: none"> • 41 complaints were found to have no merit; • 5 complaints were found to have merit; and • Currently there are 10 active investigations. LACMTA staff can obtain information via the Intranet. The EEO Program Manager also gives information directly to divisions and departments via Title VI posters.		
Name of Person Responding: Lucille Coleman	Job Title: EEO Program Manager	Phone Number: 213-922-2634
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, D. Training Item Number: 1	Inquiry: Has all LACMTA staff received formal or informal training on Title VI of the Civil Rights Act of 1964, related statutes, and regulations including Executive Orders on Environmental Justice and Limited English Proficiency? Please describe.	
Response: All LACMTA employees receive Equal Employment Opportunity Handbooks as part of their employee orientation, and are required to sign acknowledgements affirming that they undertake the responsibility of reading the material and complying with LACMTA's anti-discrimination policies and Equal Employment Opportunity laws which includes the Unruh Civil Rights Act. Customer facing employees receive training in this area <ul style="list-style-type: none"> • Customer Relations staff have received training relevant to their respective areas of involvement with Title VI violations and Limited English Proficiency. Training is ongoing with relevant updates provided as needed. • Bus Operators are trained regarding and are required to follow the following from the Bus Operator Rulebook and SOPs: <p style="margin-left: 40px;">SOP 7.101 Communication / Language Barriers Exercise patience when dealing with customers who do not speak English, may have a speech impediment, hearing impairment, or difficulty communicating. When speaking with such customers, face them (if bus is not in motion); speak in a normal, distinct, and clear voice, (do not shout). Exercise patience and if necessary, request assistance from another customer. (See Rule 7.01)</p> <p>Rule 7.21 New Rule Fair & Consistent Treatment of Customers Operators are required to treat all customers, in a consistent, courteous, respectful, and professional manner at all times. When dealing with customers be conscious of actions and words used when requesting compliance. Be selective of the words used and the tone with which they are spoken. Neither should be offensive nor sarcastic. (See Rule 7.01)</p> 		
Name of Person Responding: Lucille Coleman Yvonne Price Doug Middleton	Job Title: EEO Program Manager Sr. Communications Officer Director, OCI and Improvement	Phone Number: 213-922-2634 213-922-4308 213-922-6770
Attachment(s):		

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, D. Training Item Number: 2		Inquiry: Are staff scheduled for Title VI and related statutes training in the current year? If yes, please provide the schedule and who will attend.	
Response: As noted above. In addition, LACMTA is evaluating inclusion of Title VI training for Bus Operators as part of the annual refresher training. As noted earlier (Title II ADA Administrative Requirements Item 14) the current year training program includes four hours related to ADA Title II.			
Name of Person Responding: Lucille Coleman		Job Title: EEO Program Manager	Phone Number: 213-922-2634
Attachment(s):			

Review: C - Title VI Section: I. ADMINISTRATION, E. Data Collection and Monitoring Item Number: 1		Inquiry: Does LACMTA self-monitor its activities to ensure nondiscrimination? If yes, please describe the process(es). If not, why not?	
Response: Service planning assesses all significant service changes (those requiring a public hearing) against a database of census data on ethnicity, household income, and English language proficiency. In instances where census areas with a predominance of non-White, low income or low English proficiency would be adversely impacted, the availability of alternative services is determined, and mitigations to the proposed action may also be incorporated. Overall service delivery is assessed every three years through an evaluation of periodically conducted customer surveys. These instruments typically gather information and perceptions of approximately 15,000 Metro riders. The survey evaluation seeks to identify significant disparities in service delivery and/or perceptions based upon ethnicity, income, or language proficiency.			
Name of Person Responding: Conan Cheung		Job Title: DEO, Operations	Phone Number: 213-922-6949
Attachment(s):			

Review: C - Title VI Section: I. ADMINISTRATION, E. Data Collection and Monitoring Item Number: 2		Inquiry: What process does LACMTA use to self-monitor data collection and contract and grant language requirements?	
Response: DATA COLLECTION: Title VI triennial submittals are coordinated by Metro's Grants Management Department. A responsibility matrix is distributed to responsible departments and required materials are collected and assembled for submittal to FTA by Grants Management staff. This oversight ensures that all necessary documents are included in each submittal.			
Name of Person Responding: Conan Cheung		Job Title: DEO, Operations	Phone Number: 213-922-6949
Attachment(s):			

**California Department of Transportation
ADA , DBE & Title VI Compliance Review**

<p>Review: C - Title VI Section: I. ADMINISTRATION, E. Data Collection and Monitoring Item Number: 3</p>	<p>Inquiry: What data (race, color, national origin, language considerations, sex, age, and disability) does LACMTA or Program maintain that reflects members of minority and low income populations, contractors, subcontractors, and suppliers that participate in LACMTA activities or services? a) Please provide a copy of the data collection and analysis documentation from an environmental planner project file.</p>	
<p>Response:</p> <p>By Cheung: Data on ethnicity, household income, and English language proficiency are monitored in assessing significant service changes. Customer surveys also identify age cohorts and disability status as additional means of stratifying analyses. Data collection for planning purposes also includes US Census Demographics data</p> <p>By Berlin: An example of how demographic data is used in environmental planning is attached on the following pages.</p>		
<p>Name of Person Responding: Conan Cheung Renee Berlin</p>	<p>Job Title: DEO, Operations EO, Countywide Planning & Development</p>	<p>Phone Number: 213-922-6949 213-922-3035</p>
<p>Attachment(s): Example of use of demographic data in Draft EIS/EIR for a transit development project</p>		



City of El Segundo General Plan – Land Use Element

El Segundo's Land Use Element has the broadest scope of all the General Plan elements. It is intended to portray the future direction of the City, the way the community would like to see it. The California General Plan Glossary defines the land use element as follows:

- Policy LU1-2.3 - Coordinate public improvements and beautification efforts with service groups, citizen groups, and organizations that are interested in upgrading the community.
- Policy LU1-5.1 - Encourage active and continuous citizen participation in all phases of the planning program and activities.

4.3.2 Existing Conditions/Affected Environment

The following characterizations of the communities and neighborhoods located within the study area are based on a thorough review of land use maps generated from SCAG geographic information system (GIS) data, local neighborhood council boundary maps, Thomas Bros. Maps, aerial photography, and field surveys.

A neighborhood or community can be described as an area in which the predominant land use is residential, although there may be a considerable number of residents in primarily non-residential areas. A sense of cohesion within a residential area may or may not exist depending upon factors such as how long residents have lived in the area, whether friends and family live nearby, and the extent of shared activities within the area. It is probable that a cohesive sense of neighborhood exists within areas that are engaged in the neighborhood planning process, have organized a neighborhood association, or have a well-known and long-established identity as a place. Particularly in urban areas, a neighborhood or community may also include a mix of land uses and focus on a community center. Community centers may include institutional facilities (e.g., schools, senior centers, city hall, parks, churches, post office) or commercial uses (e.g., shopping malls, transit stations) located adjacent to established residential areas.

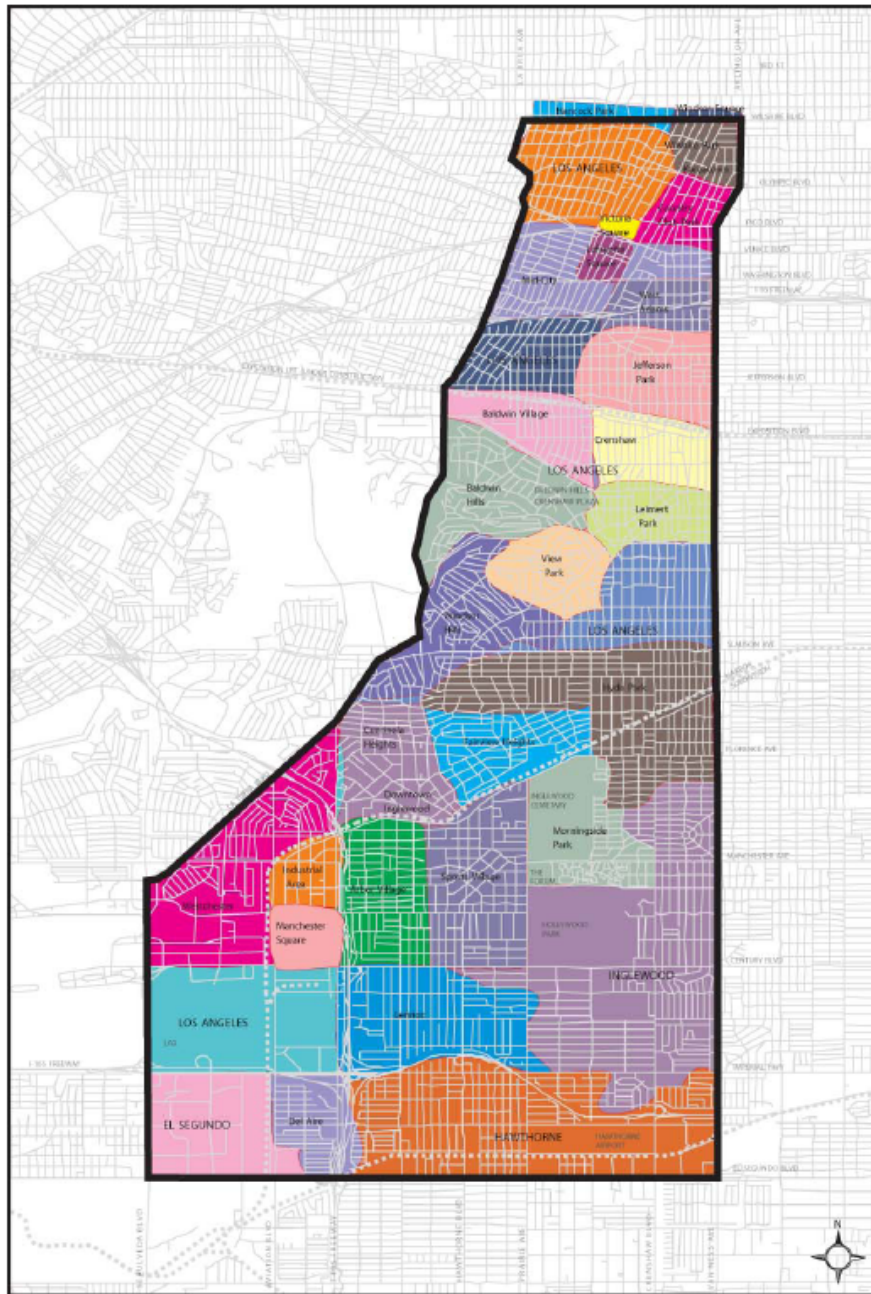
4.3.2.1 Study Area Communities and Neighborhoods

In order to address the potential effects a project may have on neighborhoods and communities, these areas must be described. Figure 4-17 illustrates the existing neighborhoods and communities located within the study area. A description of each known neighborhood or community within the study area, generally listed from south to north, is provided below. Community facilities and assets are identified that are adjacent to the proposed alignment. Refer to Section 4.12 Parklands and Community Facilities for a detailed discussion and analysis of study area community facilities.

City of Hawthorne. The City of Hawthorne is located in the southern portion of the study area. The portion of the city that is located within the study area is generally located south of Imperial Highway and the I-105 Freeway, east of the I-405 Freeway, and west of Wilton Place and Van Ness Avenue. This area includes primarily residential homes with commercial uses located on the major thoroughfares. The former Hawthorne Plaza mall site and the Hawthorne Municipal Airport are located in this area. The City of Hawthorne is primarily comprised of Hispanic or Latino and Black/African-American residents.



Figure 4-17. Generalized Study Area Neighborhoods and Communities



Source: Thomas Bros. Guide & TAHA, 2008

CRENSHAW TRANSIT CORRIDOR PROJECT



Del Aire. The Del Aire neighborhood is located in an area of unincorporated County of Los Angeles and is within the southwestern portion of the study area. This neighborhood is generally located east of Aviation Boulevard, south of I-105, and west of the I-405 Freeway. Del Aire includes primarily small scale single-family homes constructed in the 1950s. This neighborhood is primarily comprised of Hispanic or Latino and White (non-Hispanic) residents.

City of El Segundo. The City of El Segundo is located in the southwestern portion of the study area. The City is generally located south of I-105 Freeway and west of Aviation Boulevard. The portion of the City that is located in the study area includes primarily commercial uses, industrial warehouses, and other airport-related uses. The City of El Segundo is primarily comprised of White (non-Hispanic) residents.

Lennox. The Lennox neighborhood is located in an area of unincorporated County of Los Angeles and is within the central portion of the study area. This neighborhood is generally bound by the City of Inglewood (approximately Prairie Avenue) on the east, the City of Inglewood (approximately Century Boulevard) on the north, La Cienega Boulevard on the west, and the I-105 Freeway on the south. This neighborhood is primarily comprised of Hispanic or Latino, with some White (non-Hispanic) residents.

Manchester Square. Manchester Square is located in the southwestern portion of the study area and includes a dense area of apartment buildings (and vacant parcels) that are generally isolated within the northeast corner of the Aviation/Century Boulevards intersection, east of the Harbor Subdivision. These residences, as well as airport-related uses in the areas, are located under the flight path of airplanes flying to and from the LAX, located adjacent and east of the Harbor Subdivision, south of Century Boulevard. This community is diverse and includes primarily Black/African-American, with a mix of Hispanic or Latino, White (non-Hispanic), and Asian residents.

Westchester. The Westchester neighborhood is located within the City of Los Angeles boundaries with Sepulveda Boulevard on the west, Manchester Avenue on the south, and the I-405 Freeway on the east. Portions of unincorporated County of Los Angeles, such as Ladera Heights are located north of Westchester. This neighborhood includes small scale single-family homes built primarily in the 1950s. Commercial, industrial, and public facility uses exist in the southeastern section of this neighborhood, near the I-405 Freeway and the Harbor Subdivision (i.e., County of Los Angeles Department of Public Works facility, an electric substation site, and large commercial buildings). This neighborhood includes primarily White (non-Hispanic), with some Hispanic or Latino residents.

City of Inglewood. Nearly the entire City of Inglewood is located within the central and southern portion of the study area. Below is a description of several neighborhoods and communities located in the City of Inglewood, which are adjacent to the proposed alignment.

Morningside Park. The Morningside Park neighborhood of the City of Inglewood is an area including small scale single-family homes (built in the 1930s and 1940s) within the City of Inglewood. This neighborhood is generally bound by Hyde Park and the Harbor



Subdivision on the north, Crenshaw Boulevard/Inglewood city limit on the east, Century Boulevard on the south, and West Boulevard on the west. Inglewood Park Cemetery is located in the northwestern section of this neighborhood, adjacent and south of the Harbor Subdivision. Adjacent to the Harbor Subdivision, this neighborhood is comprised primarily of Black/African-American residents.

Sports Village. The Sports Village community of the City of Inglewood is generally bound by the Harbor Subdivision on the north, Prairie Avenue and the east boundary of the Hollywood Park Race Track and Casino on the east, Century Boulevard on the south, and La Brea, Eucalyptus, and Fir Avenues on the west. This community includes single- and multi-family homes and commercial uses between Prairie and La Brea Avenues. The Forum and Hollywood Park Race Track and Casino are located on the east side of Prairie Avenue. This community includes downtown Inglewood located along Market Street and La Brea Avenue, as well as the City of Inglewood City Hall, Inglewood Courthouse, and Inglewood High School. The Sports Village community contains a larger proportion of households that do not own a vehicle (greater than 20 percent) than both the Crenshaw Corridor (16 percent) and County of Los Angeles (8 percent). Adjacent to the Harbor Subdivision, this community is comprised primarily of Black/African-American residents.

Arbor Village. The Arbor Village community of the City of Inglewood is generally bound by La Brea, Eucalyptus, and Fir Avenues on the east, the Harbor Subdivision on the north, Century Boulevard on the south, and the I-405 Freeway on the west. This community includes a mix of single- and multi-family homes and some commercial buildings. St. John Chrysostom Church School and a portion of the Faithful Central Bible Church complex are located in this community, adjacent to the Harbor Subdivision. This community is comprised of a mix of Hispanic or Latino, Black/African-American, and White (non-Hispanic) residents.

Fairview Heights. The Fairview Heights neighborhood of the City of Inglewood is generally bound by the Inglewood city limit on the north, West Boulevard and Victoria Avenue on the east, the Harbor Subdivision on the south, and La Brea Avenue on the west. This neighborhood includes primarily single- and multi-family homes. Industrial buildings are located adjacent to the Harbor Subdivision. This community includes Edward Vincent Park, which is located north and adjacent to the Harbor Subdivision near Centinela and Florence Avenues. Adjacent to the Harbor Subdivision, this community is comprised of a mix of Black/African-American and Hispanic or Latino residents.

Industrial Areas. There are two Industrial Areas in the City of Inglewood. One is generally bound by Beach Avenue and Venice Way on the north, La Brea Avenue on the east, the Harbor Subdivision on the south, and the I-405 Freeway and La Cienega Boulevard on the west. This area includes large-scale industrial buildings adjacent to the Harbor Subdivision with primarily multi-family residences in the northern section of the area. This Industrial Area is primarily composed of Black/African-American residents.

The second Industrial Area is generally bound by Florence Avenue/Harbor Subdivision on the north and west, Arbor Vitae Street on the south, and the I-405 Freeway on the east. The northern, western, and southern boundaries of this area include a portion of the Inglewood western city limit. This area includes large-scale commercial and industrial



buildings adjacent to the Harbor Subdivision. This Industrial Area is primarily comprised of Hispanic or Latino residents.

Hyde Park. Hyde Park is located in the City of Los Angeles in the central portion of the study area and is generally bound by the City limit on the south and west, Western Avenue on the east, Slauson Avenue on the north, and La Brea Avenue on the west. Portions of unincorporated County of Los Angeles and the City of Inglewood are located west and south of Hyde Park, respectively. The Hyde Park community includes the Crenshaw Towne Plaza (southeast corner of Crenshaw Boulevard and Slauson Avenue), as well as a commercial and apartment building frontage along Crenshaw Boulevard. Schools and churches are identifiable land uses in Hyde Park. The Hyde Park community contains a larger proportion of households that do not own a vehicle (greater than 20 percent) than both the Crenshaw Corridor (16 percent) and County of Los Angeles (8 percent).

The Hyde Park community also consists of older commercial and industrial buildings along Crenshaw Boulevard, with deteriorating one- to two-story apartment buildings located beyond the boulevard frontage. Traveling west on the Harbor Subdivision from Crenshaw Boulevard, the Hyde Park community consists primarily of large-scale industrial, auto-related, and manufacturing facilities. This community includes primarily Hispanic or Latino, with some Black/African-American residents. In addition, Ascension Lutheran School, Golden Day Pre-School, Hyde Park Early Education Center, Hyde Park Boulevard Elementary School, Nikki Tiffany School and Day Care Development Center are located within this community.

View Park-Windsor Hills. View Park-Windsor Hills is located in the west-central portion of the study area and is generally bound by Slauson Avenue on the south, just west of the Crenshaw Boulevard frontage on the east, Stoker Street on the north, and La Brea Avenue on the west. This neighborhood is located within unincorporated County of Los Angeles, and similar to Baldwin Hills, includes predominately higher income Black/African-American homeowners.

Baldwin Hills. A portion of Baldwin Hills is located in the west-central portion of the study area and is generally bound by Stocker Street on the south, Crenshaw Boulevard on the east, Santa Rosalia Drive and Coliseum Street on the north, and La Cienega Boulevard on the west. This neighborhood includes large scale single-family homes (built in the 1950s and 1960s) with some apartment buildings along Stocker Street. In addition, this neighborhood is within unincorporated County of Los Angeles and includes predominately higher income Black/African-American homeowners.

Baldwin Village. Baldwin Village (also known as "The Jungle") is located in the west-central portion of the study area and is roughly located west of Crenshaw Boulevard, north of Martin Luther King Jr. Boulevard/Coliseum Boulevard, south of Rodeo Road, and extends west towards La Cienega Boulevard. Baldwin Village is a highly dense neighborhood of two- to three-story apartment buildings built in the 1940s and 1950s. The Baldwin Village community contains a larger proportion of households that do not own a vehicle (greater than 20 percent) than both the Crenshaw Corridor (16 percent) and County of Los Angeles (8 percent). This community includes primarily Black/African-American, with some Asian residents.

CRENSHAW TRANSIT CORRIDOR PROJECT



Crenshaw District. A majority of the Crenshaw District is located in the east-central portion of the study area and is generally bound by Slauson Avenue on the south, Arlington Avenue on the east, Vernon Avenue on the north, and west of the Crenshaw Boulevard frontage on the west. The Crenshaw District, along with Leimert Park, comprises one of the largest middle-class, Black/African-American communities in the nation. Single-family homes and two- to three-story apartment buildings are located to the east of the commercial uses that front Crenshaw Boulevard in this community. This section of the community includes primarily Black/African-American with some Hispanic or Latino residents. In addition, Today's Fresh Start Charter School, Ivie League Christian Pre-School, Crenshaw Montessori Academy, Crenshaw TOT Academy, Crenshaw High School, Pacific Beauty School, View Park Prep Charter High School, and View Park Prep Accelerated Charter Middle School are located in this area of the Crenshaw District.

Another area of the Crenshaw District is considered to include the Crenshaw Boulevard frontage between Martin Luther King Jr. Boulevard and Rodeo Road. The Baldwin Hills Crenshaw Plaza is located in the Crenshaw District, just north of Leimert Park. This section of the community includes primarily Black/African-American with some Asian residents.

Leimert Park. Leimert Park is located entirely in the east-central portion of the study area and is generally bound by Vernon Avenue on the south, 4th Avenue/Roxton Avenue on the east, Rodeo Road on the north, and Crenshaw Boulevard on the west. Leimert Park, a regional Black/African-American community cultural center, is located south of the Baldwin Hills Crenshaw Plaza, and includes a relatively high number of transit dependent households. This community includes primarily Black/African-American residents. In addition, Golden Day School, Inc. is located in this community.

Jefferson Park. A majority of Jefferson Park is located in the north-central portion of the study area and is generally bound by Rodeo Road on the south, Western Avenue on the east, Adams Boulevard on the north, and Crenshaw Boulevard on the west. Some public facility and institutional uses exist in Jefferson Park adjacent to the Exposition LRT Line currently under construction, including West Angeles Church of God in Christ. Jefferson Park also includes bungalow and craftsman-style single-family homes (many of which are rented) east of the Crenshaw Boulevard frontage. Dorsey High School is located within this area, on the north side of Rodeo Road. This community includes a mix of Hispanic or Latino and Black/African-American residents. In addition, West Angeles Church of God in Christ, West Angeles Youth Center, West Angeles Christian Academy, St. Patrick Elementary School, Qurdobah School, and Al Madinah School are located in this community.

West Adams. A small portion of West Adams is located within the eastern section of the study area and is roughly bound by Crenshaw Boulevard on the west, Washington Boulevard on the north, Adams Boulevard on the south, and extends east, primarily south of the Interstate 10 Freeway (I-10 Freeway). This neighborhood includes one- to three-story apartment buildings and duplexes, as well as historic single-family homes. The West Adams community contains a larger proportion of households that do not own a vehicle (greater than 20 percent) than both the Crenshaw Corridor (16 percent) and

CRENSHAW TRANSIT CORRIDOR PROJECT



County of Los Angeles (8 percent). This community includes a mix of Hispanic or Latino and Black/African-American residents.

Mid-City. A majority of Mid-City is located in the north-central portion of the study area and is generally bound by the I-10 Freeway on the south, Arlington Avenue on the east, Pico Boulevard on the north, and Fairfax Avenue on the west. Primarily commercial uses and multi-family apartment buildings and duplexes exist along the major thoroughfares in this community, which include Crenshaw, Washington, Pico, and San Vicente Boulevards. The Midtown Shopping Center is located at northwest corner of the Venice/San Vicente Boulevards intersection and includes a Ralph's supermarket, CVS Pharmacy drug store, Orchard Supply Hardware (OSH), and other smaller retail stores. Large single-family homes and apartment buildings are located along Venice Boulevard, east of Crenshaw Boulevard. In general, the Mid-City community includes primarily Hispanic or Latino with some Black/African-American residents. Jonnie L. Cochran Middle School and St. Paul's School are located in this community.

Victoria Circle. Victoria Circle is a small residential neighborhood located within the larger Mid-City community. This neighborhood is generally located west of Crenshaw Boulevard, north of Venice Boulevard (and Lafayette Square described below), east of West Boulevard, and south of Pico Boulevard. Victoria Circle is a distinctive single-family residential neighborhood, which is arranged around Victoria Park Place (circle).

Lafayette Square. Lafayette Square is a gated residential neighborhood located within the larger Mid-City community. This neighborhood consists of eight blocks, centered around St. Charles Place, and situated west of Crenshaw Boulevard, between Venice Boulevard on the north, and Washington Boulevard on the south. This neighborhood is characterized by over 200 estate scale and potentially historic (or architecturally significant) single-family homes. Homes in this neighborhood were constructed from as early as 1907 through the 1960s.

Longwood Estates. The Longwood Estates neighborhood is located near the La Brea Avenue/San Vicente Boulevard intersection, east of Crenshaw Boulevard, and includes single-family homes, two-story duplexes, and other apartment buildings constructed in the 1930s. This neighborhood includes primarily Black/African-American residents, along with a mix of Hispanic or Latino and White residents.

Country Club Park. A majority of Country Club Park is located in the northeastern portion of the study area and is generally bound by Pico Boulevard on the south, Western Avenue on the east, Olympic Boulevard on the north, and Crenshaw Boulevard on the west. Primarily modest two- to three-story apartment buildings (and some commercial buildings) front Crenshaw Boulevard in this area, with small scale single-family homes located adjacent. This neighborhood includes primarily Hispanic or Latino and Asian residents.

Wilshire Park. A majority of Wilshire Park is located in the northeastern portion of the study area and is generally bound by Olympic Boulevard on the south, Wilton Place on the east, Wilshire Boulevard on the north, and Crenshaw Boulevard on the west. This neighborhood is primarily residential in nature and includes duplexes, bungalows, and single-family homes. This neighborhood includes primarily Hispanic or Latino, as well



as Asian residents. In addition, Wilton Place and Wilshire Park Elementary Schools, a private prep academy, and St. Gregory Nazianzen School is located in this neighborhood.

Windsor Square. A small portion of Windsor Square is located in the northeastern portion of the study area and is generally bound by Wilshire Boulevard on the south, Arlington Avenue on the east, Beverly Boulevard on the north, and Arden Boulevard on the west. This neighborhood includes medium- to high-density commercial and office uses, with condominium residential uses located beyond commercial frontages. Windsor Square also includes areas of historic homes. This neighborhood includes primarily White and Asian residents.

Hancock Park. A small portion of Hancock Park is located in the northwestern portion of the study area and is generally bound by Wilshire Boulevard on the south, Rossmore Avenue on the east, Melrose Avenue on the north, and Highland Avenue on the west. This neighborhood includes medium- to high-density commercial and office uses, with condominium residential uses located beyond commercial frontages. Hancock Park also includes areas of historic homes. This neighborhood is primarily comprised of White and Asian residents. In addition, Wilshire Methodist Church is located in this neighborhood.

Demographic Characteristics

The demographic profile of the study area is presented below in Table 4-13 through Table 4-16. According to the U.S. Census Bureau's 2000 Census, the residents of the study area are primarily younger persons up to 44 years of age (72 percent). Most persons living in the study area are of Black/African-American (44 percent) and Hispanic or Latino (42 percent) ethnic descent. The proportion of Black/African-American population residing within the study area is nearly five times greater when compared to that of the County of Los Angeles as a whole. Whereas, the proportion of Hispanic or Latino population residing in the study area is nearly the same when compared to that of the County of Los Angeles as a whole. The study area is comprised primarily of renters (many renting single-family homes). Approximately 47 percent of the households within the study area earn less than \$30,000, annually, while 16 percent of the households within the study area earn between \$60,000 and \$100,000, annually.

Table 4-13. Study Area Population by Age

Age	Number of Persons	Percent of Total
Under 18 years	111,762	30%
18 to 44 years	156,829	42%
45 to 64 years	68,802	19%
65 years and older	32,811	9%
Total	370,204	100%

Source: U.S. Census Bureau, Census 2000 Summary File 1 (SF 1), 2001 and TAHA, 2008.



Table 4-14. Study Area Population by Race and Ethnicity

Race/Ethnicity	Study Area		County of Los Angeles	
	Number of Persons	Percent of Total	Number of Persons	Percent of Total
Black/African-American	161,669	44%	901,472	9%
Hispanic or Latino	155,128	42%	4,242,213	45%
White Non-Hispanic	23,355	6%	2,959,614	31%
Asian	19,458	5%	1,124,569	12%
All Others /a/	10,594	3%	291,470	3%
Total	370,204	100%	9,519,338	100%

/a/ Includes American Indian and Alaska Native, Native Hawaiian and Other Pacific Islander, "some other race," and persons of two or more races.

Source: U.S. Census Bureau, Census 2000 SF 1, 2001 and TAHA, 2008.

Table 4-15. Study Area Annual Household Income

Annual Household Income	Study Area		County of Los Angeles	
	Number of Households	Percent of Total	Number of Households	Percent of Total
Less than \$10,000	19,961	16%	330,000	10%
\$10,000 to \$19,999	19,885	16%	400,550	13%
\$20,000 to \$29,999	19,114	15%	393,448	13%
\$30,000 to \$39,999	16,754	13%	358,663	11%
\$40,000 to \$49,999	11,775	9%	302,822	10%
\$50,000 to \$59,999	9,456	7%	253,707	8%
\$60,000 to \$99,999	20,002	16%	623,364	20%
\$100,000 and above	9,987	8%	473,725	15%
Total	126,934	100%	3,136,279	100%

Source: U.S. Census Bureau, Census 2000 SF 3, 2001 and TAHA, 2008.

Table 4-16. Study Area Housing by Occupancy

Occupancy	Study Area		County of Los Angeles	
	Number of Units	Percent of Total	Number of Units	Percent of Total
Owner-Occupied	30,098	25%	1,499,744	46%
Renter-Occupied	82,855	69%	1,634,030	50%
Vacant	6,977	6%	137,135	4%
Total	119,930	100%	3,270,909	100%

Source: U.S. Census Bureau, Census 2000 SF 1, 2001 and TAHA 2008.



Neighborhood Councils

The study area includes portions of eight individual NCs located within sections of the larger Central, South, and West NC Areas. Within the Central NC Area, portions of the Olympic Park and Greater Wilshire NCs traverse the study area. Within the South NC Area, portions of the United Neighborhoods of Historic Arlington Heights, West Adams, and Jefferson Park Communities; and the West Adams, Mid-City, Park Mesa Heights NCs, as well as the Empowerment Congress West Area Neighborhood Development Council are located in the study area. Within the West NC Area, a portion of the Westchester-Playa del Rey NC traverses the study area.

City of Los Angeles Department of City Planning – Business Improvement Districts

The study area includes portions of four BIDs. The Jefferson Park BID is located along Jefferson Boulevard at Crenshaw Boulevard and continues to the south on the east side of Crenshaw Boulevard. The Greater Leimert Park Village/Crenshaw Corridor BID is located along Crenshaw Boulevard. This BID includes portions of the Leimert Park neighborhood and Baldwin Hills Crenshaw Plaza. The Gateway to Los Angeles BID (near Aviation and Century Boulevards) and the Westchester BID (near La Tijera and Sepulveda Boulevards) is also located within the study area.

4.3.3 Environmental Impacts/Environmental Consequences

4.3.3.1 Methodology

Established communities have a set of identifiable perceptual and behavioral relationships occurring within an identifiable geographic area. The FHWA has published a guide, *Community Impact Assessment*, to evaluate the effects of transportation planning and project implementation on a community and its quality of life.


The analysis of the project alternatives and design options relative to potential effects on individual communities includes a combination of several social and psychological criteria from the *Community Impact Assessment* guide:

- Changes in population-whether the project will cause redistribution, an influx, or loss of population ;
- Community cohesion and interaction-the degree of attraction among the parts of a neighborhood (i.e., individuals groups and institutions). In addition, cohesion relates to the level of interaction and interdependence present within a community;
- Isolation-whether people of a community will be separated or set apart from others;
- Social values-whether the project will cause a change in social values; and
- Quality of life-what is the perceived impact on quality of life.

The analysis below determined the potential effects of each project alternative and design option, as well as the proposed maintenance and operations facility on the social and psychological aspects of the local established communities identified above.

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, E. Data Collection and Monitoring Item Number: 4		Inquiry: What records and reports are maintained that specifically reflect compliance with Title VI? How long are they retained?	
Response: LACMTA submits to the FTA a Title VI compliance report as required by FTA regulations.			
Name of Person Responding: Gladys Lowe		Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s): Title VI 1 - FY2007 Title VI Compliance Report (4 PDF files, Parts I, IIA, IIB and III)			



Metro

Metropolitan Transportation Authority
 One Gateway Plaza
 Los Angeles, CA 90012-2952
 213.922.2000 Tel
 metro.net

September 28, 2007

Mr. Derrin Jourdan
Civil Rights Officer
Federal Transit Administration
201 Mission Street, Suite 2210
San Francisco, CA 94105

TITLE VI COMPLIANCE REPORT FOR FY 2007


Dear Mr. Jourdan:

I am pleased to transmit to you the Los Angeles County Metropolitan Transportation Authority (Metro) updated Title VI Compliance Report for fiscal year 2007. This report was prepared in compliance with the Federal Transit Administration (FTA) Circular 4702.1A "Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients."

The updated information includes updated maps to address new requirements, our current Transit Service Policy, and Title VI Policy. To address preliminary findings from our 2007 Title VI Compliance Review performed by the FTA, we are enclosing Metro's Limited English Proficiency Plan and our plan to disseminate to the public their rights under Title VI. Once again, we are pleased to transmit to you electronically this update. Also, we are transmitting to you via regular mail two compact discs that contain the information related to the census track and service area maps, and software needed to run the program. Instructions on how to view the data are also included with the discs.

Should you have any questions or concerns regarding this report, please contact Gladys Lowe at (213) 922-2459 or myself at (213) 922-2456. Thank you.

Sincerely,



FRANK FLORES
Executive Officer
Programming and Policy Analysis

Enclosures

TITLE VI PROGRAM UPDATE

Submitted to the Federal Transit Administration

September, 2007

Los Angeles County
Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, California 90012

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: I. ADMINISTRATION, E. Data Collection and Monitoring Item Number: 5	Inquiry: Who is responsible for developing, maintaining, and reporting this data?	
Response: Service planning is the primary data owner of Title VI service data for on-going planning activity.		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):		

Review: C - Title VI Section: I. ADMINISTRATION, E. Data Collection and Monitoring Item Number: 6	Inquiry: How is this data used?	
Response: As reported in section I. ADMINISTRATION, E. Data Collection and Monitoring Item1: Service planning assesses all significant service changes (those requiring a public hearing) against a database of census data on ethnicity, household income, and English language proficiency. In instances where census areas with a predominance of non-White, low income or low English proficiency would be adversely impacted, the availability of alternative services is determined, and mitigations to the proposed action may also be incorporated. Overall service delivery is assessed every three years through an evaluation of periodically conducted customer surveys. These instruments typically gather information and perceptions of approximately 15,000 Metro riders. The survey evaluation seeks to identify significant disparities in service delivery and/or perceptions based upon ethnicity, income, or language proficiency.		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, A. Strategies and Goals Item Number: 1	Inquiry: Provide a copy of LACMTA's Strategic Plan and Performance Measure Objectives for the current Fiscal Year.	
Response: The CEO and executive management team are scheduled to hold a Strategic Planning retreat to further develop LACMTA's Strategic Plan and Performance Measure Objectives. The most recent draft, which is subject to change, is attached for your review		
Name of Person Responding: Steve Jaffe	Job Title: Finance Manager	Phone Number: 213-922-6284
Attachment(s):		

Office of Management & Budget

**Metro Goals,
Top Performance Objectives
and Metrics for FY11**

Sorted by CEO Goal



**DRAFT
(7-13-2010)**

DRAFT METRO GOALS

CEO Goals for Fiscal Year 2011

GOAL 1: Accelerate delivery of Measure R projects through the 30/10 initiative, accelerated highway program or other strategies, while simultaneously positioning the agency for long-term financial health and stability.

GOAL 2: Deliver outstanding transportation programs and services. Achieve broad-based, county-wide support for MTA's mission and vision by efficiently and effectively delivering on our program and service commitments.

GOAL 3: Complete all MTA projects on time and within budget through improved project management and business practices, including sustainability, more local hiring & small business participation.

GOAL 4: Develop a world class workforce and MTA's next generation of leaders. Hire, lead, train and retain employees who are both good at their jobs and commitment to outstanding public and customer service.

GOAL 5: Compete effectively for federal and state resources to improve the region's mobility. Increase Los Angeles County influence on key legislation, form effective partnerships for Measure R acceleration, high speed rail & other priority projects, and increase support for transit operations.

GOAL 6: Maintain a safety conscious culture that makes passenger, public and employee safety a top priority in planning, building and operating our transportation system.

**DRAFT
(7-13-2010)**

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Metro Goals, Top Performance Objectives and Metrics for FY11

1	GOAL 1: Accelerate delivery of Measure R projects through the 30/10 Initiative, accelerated highway program or other strategies, while simultaneously positioning the agency for long-term financial health and stability.	FY11 Target
2	OPERATIONS	Objective: Ensure Operations readiness for Measure R transit projects
3	Prepare operational parameters for Measure R projects	
4	Award Light Rail Vehicle contract to secure the fleet for Measure R projects	
5	Begin EXPO Light Rail Pre-Revenue Operation	Mar-11
6	CONSTRUCTION PROJ MGMT	Objective: Implement PMS Software
7	Complete Primavera P6 Implementation.	Jul-10
8	Complete Primavera Contract Management System pilot	Sep-10
9	Complete Eco-Sys Financial Manager reporting proof-of-concept	Nov-10
10	Complete Primavera P6 web implementation	Feb-11
11	COUNTY-WIDE PLANNING & DEV	Objective: Develop 30/10 program financial strategy
12	Board approval of transit corridor cost and opening year assumptions for New Starts process	Jul-10
13	Board approval on strategy for LRTP acceleration of transit projects	Sep-10
14	HIGHWAY CAPITAL MANAGEMENT	Objective: Develop Accelerated Highway Program
15	Board approval on PPP funds for accelerated highway program	Sep-10
16	Cost Performance Index (CPI) (Earned Value / Actual Costs >1 for all highway projects.	>1
17	ADMINISTRATIVE SERVICES	Objective: Improve Procurement process
18	Improve average Invitation for Bid (IFB) lead time (calendar days) for Measure R procurements.	120
19	Improve average Request for Proposal (RFP) lead time (calendar days) for Measure R procurements.	135
20	EXECUTIVE OFFICES	Objective: Implement organizational changes to substantially improve Metro's readiness to deliver Measure R projects.
21	Complete reorganization of planning and construction management functions.	Oct-10
22	Update budget to prepare agency for 30/10 Implementation and Measure R project acceleration	
23	Objective: Lead Metro in the development and management of the annual operating budget and capital program.	
24	Prepare a balanced budget which reduces overhead and protects reserve funds	May-11
25	Prepare the Ten-Year forecast, including estimating the impact of 30/10 on operating costs.	Oct-10
26	Improve capital project budget management	Oct-10
27	Fund all Measure R projects scheduled for funding now and facilitate opportunities to accelerate funding for other Measure R projects ahead of schedule.	May-11
28	COMMUNICATIONS	Objective: Increase awareness of and build support for Metro's capital projects through provision of outreach and information.
29	Complete "In the Works" Brief print ads – 6x/year	6x/year
30	Complete "In the Works" Regional Updates – 4x/year	4x/year
31	ECONOMIC DEVELOPMENT	Objective: Accelerate delivery of LRTP/Measure R transportation projects.
32	Complete detailed economic and risk analysis and technical feasibility studies for 6 Board-approved Public Private Partnership projects.	Jun-11
33	Objective: Expand revenue generation sources.	
34	Generate lease-related revenue from MTA-owned sites managed by Real Estate and New Business Development depts. (Amounts in millions)	\$16.10
35	FINANCIAL SERVICES	Objective: Amend Board Debt Policy for Measure R Accelerated Implementation
36	Establish Board policy on Measure R Bond Issuance with max pledge	85%
37	Amend Measure R Ordinance to permit the start up of seven 30/10 projects	FY12
38	Amend AB2321 to expedite the implementation 30/10.	

Metro Goals, Top Performance Objectives and Metrics for FY11

1	GOAL 2: Deliver outstanding transportation programs and services. Achieve broad-based, county-wide support for MTA's mission and vision by efficiently and effectively delivering on our program and service commitments.	FY11 Target
2	OPERATIONS	Objective: Deliver quality bus and rail service.
3	Bus In Service On-Time Performance (reach monthly target by June, 2011)	80.00%
4	Bus Cleanliness Rating (on 10-point scale)	8.00
5	Mean Miles Between Mechanical Failures (requiring a bus exchange)	3,500
6	Heavy Rail: Maintain on-time performance at 99% or better.	99.10%
7	Light Rail: Maintain on-time performance at 99% or better.	99.00%
8	Heavy Rail: Complaints per 100,000 boardings.	0.50
9	Light Rail: Complaints per 100,000 boardings.	0.90
10	Heavy Rail: Mean Miles Between Mechanical Failures (requiring a car exchange - train miles).	30,000
11	Light Rail: Mean Miles Between Mechanical Failures (requiring a car exchange - train miles).	24,000
12	Deliver FY11 Target Scheduled Bus Revenue Hours.	99.00%
13	Bus complaints per 100,000 Boardings (Metro Bus Divisions)	2.52
14	Heavy Rail: Complaints per 100,000 boardings.	0.50
15	Light Rail: Complaints per 100,000 boardings.	0.90
16	COUNTY-WIDE PLANNING & DEV	Objective: Achieve positive value on all projects.
17	Schedule Performance Index (SPI) (Earned Value / Planned Value >1 for all transit projects.	>1
18	Cost Performance Index (CPI) (Earned Value / Actual Costs >1 for all transit projects.	>1
19	Objective: Update and apply Metro travel demand model.	
20	Complete review by FTA	Mar-11
21	HIGHWAY CAPITAL MANAGEMENT	Objective: Provide Freeway Service Patrol (FSP) and Big Rig Service
22	Average assist per truck per hour - FSP	0.75
23	Average perceived wait time (in minutes) based on motorist survey response - FSP	5
24	Objective: Provide Call Box and Mobile Call Box Service	
25	Average call handling time - Call Box	1.75 Minutes
26	Average call handling time - Mobile Call Box	2.5 Minutes
27	Objective: Operate, maintain and implement enhancements to Southern California 511	
28	System operational availability (measured over an operational cycle of 24 hours starting at midnight)	99%
29	Percent of users providing a satisfaction rating of 5 or better (scale of 1 to 10)	90%
30	Total Interactive Voice Response (IVR) calls and Web hits per month	100,000 IVR calls; 100,000 Web Visits
31	EXECUTIVE OFFICES	Objective: Develop an effective and efficient Rail program, facilitating the arrival of high speed rail, oversee MTA's interest in the SCRRA and LOSSAN corridor.
32	Create a consolidated LOSSAN service web site (Amtrak, Metrolink, and Coaster).	Jun-11
33	Create a consolidated timetable (Amtrak, Metrolink, and Coaster).	Jun-11
34	Work with SCRRA to ensure there is a clear strategic plan, inclusive of a fund strategy.	
35	Facilitate Positive Train Control delivery schedule and funding for Metrolink.	

DRAG (7-13-2010)

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Metro Goals, Top Performance Objectives and Metrics for FY11

36	ADMINISTRATIVE SERVICES	Objective: <i>Improve Transit Services by providing safe, efficient, and cost effective flow of materials and services.</i>	
37		Maintain Vehicle No Stock Hold Average to less than 1% of fleet.	<1%
38		Objective: <i>Maintain service availability of the IT Infrastructure (comprises 30 locations, 4150 computers, 300 servers, 152 applications, 7800 phones, and 5000 network accounts, 157MB internet capacity) to support our 24 by 7 daily operations.</i>	
39		Maintain Agency's mission critical business systems uptime.	99.85%
40		Improve Non-USG locations network connectivity uptime.	99.90%
41		Objective: <i>Convene 2-3 CEO Strategic Planning Retreats to establish clear strategic goals, objectives, strategies, and vision, mission and core values.</i>	
42	Complete FY11 Retreats	Mar-11	
43	COMMUNICATIONS	Objective: <i>Ensure quality customer service and timely customer response at every opportunity.</i>	
44		1-800-commute - all call answered within two minutes;	<= 2 mins.
45		TAPTOGO - 80% of the calls answered within 45 seconds	80% < 45 secs.
46		Objective: <i>Attract discretionary riders to the system (Goal: 10% increase) to overall ridership and reduce traffic congestion.</i>	
47		Achieve 30% discretionary ridership ratio, as measured in customer survey to at the end of fiscal year to determine increase in discretionary rider compared to last fiscal year.	30%
48		Objective: <i>Grow vanpool ridership</i>	
49		Expand vanpool ridership to eclipse 1000 vans	>1,000
50		Objective: <i>Integrate fare and operating system to maximize ridership and revenues.</i>	
51		Introduce Limited Use Smart Cards as new media for EZ Transit Pass (monthly)	
52		Work on development of regional fare policy that supports introduction of regional TAP day pass to replace interagency transfer.	
53	Objective: <i>Introduce a new service paradigm that promotes seamless, integrated travel and optimal ridership.</i>		
54	Enter a "SMART objective" metric (previously a KPI) here		
55	Enter a "SMART objective" metric (previously a KPI) here		
56	ECONOMIC DEVELOPMENT	Objective: <i>Promote transit-oriented development projects</i>	
57		Complete acquisition of the Santa Monica ("Verizon") site for the Expo II O & M facility and of the Santa Monica downtown site for the Expo II Terminus Station.	2 acquisitions
58		Complete negotiations and execute ground leases for Taylor Yard and 1st & Boyle (SW corner).	2 approvals
59		Issue RFP for Sepulveda/Inwin Joint Development project and complete selection process and approval for Exclusive Negotiation Agreement (ENA).	1 agreement
60	FINANCIAL SERVICES	Objective: <i>Exercise fiscal responsibility to maximize agency resources.</i>	
61		Review issued bond for refunding opportunities that meet the targets defined in the Debt policy.	100%
62		Operate fund portfolios total return will equal or exceed the market weighted composite index of the 91 day T-Bill and the Merrill Lynch 1-3 year govt/corp index.	>1.0
63		Objective: <i>Manage Insurance Programs to Protect MTA's Assets</i>	
64		Decrease the property insurance rate per million of insured value from prior year to \$300.	\$300
65		Objective: <i>Accurately and timely account, control & report sales tax revenue (Prop A, C, TDA, STA & Measure R) including uses of funds.</i>	
66		Submit revenue sales tax collections reports by target# of days from month end.	5 Days
67		Objective: <i>Improve the availability of TVMs to vend tickets and passes.</i>	
68	% of system hours TVMs are out of service each quarter.	1%	
69	MANAGEMENT AUDIT	Objective: <i>Improve Agency efficiency and effectiveness by providing recommendations that improve internal controls and saving money.</i>	
70		Complete Board or CEO-directed audits within 90 days of request.	80%
71		Percentage of Internal Audit recommendations implemented by management.	80%
72		Total cost savings identified in contract audits as a percentage of the value of audited contracts.	20%

Metro Goals, Top Performance Objectives and Metrics for FY11

1	GOAL 3: Complete all MTA projects on time and within budget through improved project management and business practices, including sustainability, more local hiring & small business participation.		FY11 Target
2	CONSTRUCTION PROJ MGMT	Objective: <i>Deliver capital projects on time and within budget.</i>	
3		Percent of planned milestones completed within 30 days of schedule.	90%
4		Percent of planned milestones completed within 90% of budget.	90%
5		Objective: <i>Reduce environmental liabilities by implementing 100% value-creating sustainable projects</i>	
6		Complete Board required annual sustainability report that tracks Metro performance on 10 sustainability indicators	Jun-11
7		Continue energy audits of all facilities and implement energy cost-saving and efficiency projects	Jun-11
8		Obtain and maintain Red Line Yard ISO 14001 certification	Jun-11
9		Develop effective low-cost or no-cost sustainability strategies to reduce agency carbon footprint	Jun-11
10		COUNTY-WIDE PLANNING & DEV	Objective: <i>Improve project management process.</i>
11	Work with management consultants to implement an improved project management process.		Jun-11
12	Percent of planned milestones completed within 30 days of schedule.		90%
13	Percent of planned milestones completed within 90% of budget.		90%
14	HIGHWAY CAPITAL MANAGEMENT	Objective: <i>Improve project management process.</i>	
15		Percent of planned milestones completed within 30 days of schedule.	90%
16		Percent of planned milestones completed within 90% of budget.	90%
17		Objective: <i>Implement Congestion Relief Demonstration Program</i>	
18		Award Toll System and Infrastructure Contract for the Congestion Reduction Project	Dec-10
19		Develop and implement the Congestion Reduction Marketing Plan	Dec-10
20	ADMINISTRATIVE SERVICES	Objective: <i>Improve Procurement process</i>	
21		Convert hardcopy contracts to electronic format to improve access for staff.	25% or greater than previous FY
22		Improve IFB Design Build solicitation time frame (calendar days from IFB/RFP issue to award).	150
23		Improve IFB Design Bid Build solicitation time frame (calendar days from IFB/RFP issue to award).	80
24		Improve IFB RFP solicitation time frame (calendar days from IFB/RFP issue to award).	145
25		Objective: <i>Increased participation of all available L.A. County small businesses to complete fairly on MTA and related projects, and increase the number of certified firms to participate in all aspects of Metro procurements.</i>	
26		Increase participation of small businesses (DBE and SBE) from x% to y%, exceeding Federal guidelines 50%.	17%
27	Increase the number of certified Small Business available to be utilized on Metro contracts from 450 to 550.	550	
28	COMMUNICATIONS	Objective: <i>Maximize revenues on all relevant external contracts.</i>	
29		Generating \$27 million in advertisement revenue.	\$27 million

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(7-13-2010)**

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Metro Goals, Top Performance Objectives and Metrics for FY11

1	GOAL 4: Develop a world class workforce and MTA's next generation of leaders. Hire, lead, train and retain employees who are both good at their jobs and commitment to outstanding public and customer service.	FY11 Target
2	COUNTY-WIDE PLANNING & DEV	Objective: Develop employment and growth potential opportunities.
3	Number of entry level As-Needed and Intern employees hired to transition to FT employment.	4
4	Number of employees participating in mentoring program including cross training on key project components.	15
5	HIGHWAY CAPITAL MANAGEMENT	Objective: Develop employment and growth potential opportunities.
6	Number of entry level As-Needed and Intern employees hired to transition to FT employment.	4
7	Number of employees participating in mentoring program including cross training on key project components.	15
8	ADMINISTRATIVE SERVICES	Objective: Provide efficient and effective staffing services to our customers.
9	Decrease average workdays from assignment of employment requisition to candidate certification to departments for non-contract positions to the targeted number.	23
10	Objective: Implement a comprehensive performance management program that includes employee assessment around Metro goals and objectives and employee development activities.	
11	Percentage of non-contract/AFSCME-represented employees evaluated	90%
12	Objective: Review Metro's recruitment/compensation practices to ensure Metro's ability to attract top talent into the future.	
13	Provide total compensation statements to employees	Mar-11
14	Complete peer review of recruitment practices	Mar-11
15	Complete bi-annual non-contract salary survey	Mar-11
16	Objective: Provide workforce development and training programs around customer service, work habits and technical skills to expand and upgrade the knowledge, skills and abilities per management/employee professional development requirements	
17	Annual number of trainees participating in workforce development and training programs	2000
18	Annual number of trainees participating in MTA-specific computer software training for new IT Installation programs (Office 2007, GETS, SharePoint, ECMS, Project/Program Management	400
19	Number of courses provided for non-union employees in an ongoing partnership with UAW to provide training at no cost to MTA. Courses to include EMS, Sustainability, Hazmat, Asbestos, 1st Responder, Keyboarding	6
20	Objective: Offer educational services to Metro staff who wish to pursue a college degree or certificate program to remain current on industry best practices and to improve individual performance.	
21	Number of employees participating in MTA tuition reimbursement program	500
22	Objective: Attract, develop and retain high school and college interns to consider transportation as a career path and provide practical work experience.	
23	Number of College and High School Internships annually	250
24	Number of College interns who successfully transition to regular employment status.	4
25	Objective: Develop and implement a Transportation Leadership Academy and Emerging Leaders Program Series.	
26	Number of employees successfully completing the Transportation Leadership Academy	30
27	Number of employees successfully completing the Emerging Leaders Program Series	40
28	OFFICE OF INSP GENERAL	Objective: Promote integrity, economy, effectiveness, and protection of public resources.
29	Number of investigation, inspection, and review cases opened per investigator.	24
30	Percentage of investigation, inspection, and reviewed cases completed within 5 months.	80%
31	Number of investigation reports issued	25
32	COMMUNICATION	Objective: Ensure all Customer Relation staff is provided the necessary tools to exceed meet customer expectations by ensuring that the following training and processes are conducted on a routine basis:
33	All new Customer Relations hires will undergo a 6-8 week hands-on preliminary training program	
34	Supervisor monitoring of agent's phone calls will be ongoing for all employees, especially for new staff following preliminary training	
35	Supervisors will ensure that all essential information such as "alerts" are disseminated to all agents in a timely manner	
36	MANAGEMENT AUDIT	Objective: Improve Agency efficiency and effectiveness by providing recommendations that improve internal controls and saving money.
37	Complete Board or CEO-directed audits within 90 days of request.	90%
38	Percentage of Internal Audit recommendations implemented by management.	80%
39	Percentage of costs questioned that are sustained.	20%

Metro Goals, Top Performance Objectives and Metrics for FY11

1	GOAL 5: Compete effectively for federal and state resources to improve the region's mobility. Increase Los Angeles County influence on key legislation, form effective partnerships for Measure R acceleration, high speed rail & other priority projects, and increase support for transit operations.		FY11 Target
2	COUNTY-WIDE PLANNING & DEV	Objective: Meet with federal and state representatives to address funding issues.	
3		Meet with local/regional, state, and federal agency representatives to address funding issues and requirements, and to advocate for and promote MTA positions and needs	12
4		Objective: Program, manage, and administer federal and state funding initiatives.	
5		Program, manage, and administer previous and new local/regional, state and federal transportation funding.	\$11B
6	EXECUTIVE OFFICES	Objective: Develop an effective and efficient communication program of outreach to elected officials and their staffs to implement the Agency's policies and programs.	
7		Advocate on behalf of the Agency's legislative program through briefings and regular meetings.	100
8		Maintain regular legislator and aide contacts to advance Metro's goals and objectives and legislative program.	350
9	ADMINISTRATIVE SERVICES	Objective: Facilitate Mobility 21 and the Sustainability Summit as per MTA's mandate.	
10		Number of trained Metro Employees serving as program facilitators	12
11	COMMUNICATIONS	Objective: Position Metro as responsible funding partner for local, state and federal initiatives.	
12		Develop and maintain network of communications with cities, ports, other agencies within Los Angeles County	653
13		Develop and deliver presentations/briefings/scopes of work/collateral materials for agency initiatives	216
14		Facilitate stakeholder workshops, committee meetings, advisory groups, agency meetings associated agency initiatives	178
15		Objective: Position Metro as an industry leader and progressive driver of desired projects, programs and services by showcasing Metro's milestones, accomplishments and successes.	
16		Conduct 30 press events;	30
17		Issue 200 press releases	200
18	Maintain relevant and timely updates on Metro's corporate Blog "The Source".		
19	Issue press releases to industry trades such as Passenger Transport, Mass Transit) and Business and Social Media.		
20	Ensure that the content contained on Metro.net showcases relevant capital projects and operational success.		

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(7-13-2010)

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Metro Goals, Top Performance Objectives and Metrics for FY11

1	GOAL 6: Maintain a safety conscious culture that makes passenger, public and employee safety a top priority in planning, building and operating our transportation system.	FY11 Target
2	OPERATIONS	Objective: Enhance a safety-conscious culture throughout Metro, its customers, and business partners.
3	New lost work time indemnity claims reported/filled.	841
4	Bus Maintenance Division new Workers' Compensation indemnity claims per 200,000 exposure hours.	11.00
5	Bus Transportation Division new Workers' Compensation indemnity claims per 200,000 exposure hours.	9.67
6	Bus vehicle accidents per 100,000 hub miles	3.14
7	Bus passenger accidents per 100,000 boardings	0.26
8	Light Rail: Passenger-Involved Accidents per 1 million boardings.	0.50
9	Heavy Rail: Passenger-Involved Accidents per 1 million boardings.	0.20
10	Heavy Rail: Vehicle accidents per 1 million Revenue Train Hours	1.00
11	Light Rail: Vehicle accidents per 1 million Revenue Train Hours	6.00
12	ADMINISTRATIVE SERVICES	Objective: Improve accessibility of Metro service to our customers
13	Number of wheelchairs evaluated and where applicable modified with securement markings and safety straps	1,000
14	Number of disability awareness training classes conducted for Metro employees	4
15	Objective: Promote and provide a safe environment for all occupants of Gateway Headquarters	
16	Percent of safety related trouble calls which are documented and appropriate personnel notified within 30 minutes.	100%
17	Percent of custodial safety related trouble calls responded to and completed within 30 minutes of notification	100%
18	EXECUTIVE OFFICES	Objective: Provide a safe environment for our employees and passengers by mitigating accidents and injuries.
19	Implement the Metro Blue Line safety enhancements such as pedestrian gates, swing gates, active signs, in-roadway lights to mitigate pedestrian and vehicle accidents.	Jun-11
20	Complete the incident based surveillance system (SmartDrive) enhancement on the remainder of the bus fleet to assist in changing operator behavior and minimize bus accidents	Nov-10
21	Complete the safety certification process for the first phase of the Exposition line and submit a final report to the California Public Utilities Commission prior to the Revenue Operation Date.	Jun-11
22	Objective: Redirect security mission	
23	Percent of MTA Security workdays assigned to fare enforcement duties and security presence in rail stations.	15%
24	Reduce overall Security cost by 10% through more effective deployment of all resources (Sheriffs, Contract Security, Metro Security)	-10%
25	COMMUNICATIONS	Objective: Conduct Effective Safety Outreach and Education Programs
26	Conduct Safety presentation to 75,000 members of the community;	75,000
27	Conduct Safety Orientation Tours to 10,000 school children.	10,000
28	Conduct Safety Events for 50,000 members of the community.	50,000
29	Perform safety outreach to over 100,000 members of the community.	100,000

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(7-13-2010)

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, A. Strategies and Goals Item Number: 2		Inquiry: What strategies and efforts has the planning process developed for ensuring, demonstrating, and substantiating compliance with Title VI?	
Response: All significant service changes are evaluated against census data on ethnicity, household income, and English language proficiency. When groups are identified as disproportionately adversely impacted by a proposed change, alternate services are identified and mitigations are considered to offset adverse impacts. These analyses are documented with each service change program and supplied to FTA every three years. Proposed fare changes are evaluated for possible disparate impacts on non-Whites and low income riders and an analysis summary is prepared for each proposal.			
Name of Person Responding: Conan Cheung		Job Title: DEO, Operations	
		Phone Number: 213-922-6949	
Attachment(s):			

Review: C - Title VI Section: II. LACMTA, A. Strategies and Goals Item Number: 3		Inquiry: Does LACMTA use demographic data that includes identification of the locations of socioeconomic groups, including low-income and minority populations as covered by the Executive Order on Environmental Justice and Title VI provisions? What process is used to identify and define the eligible population?	
Response: U. S. Census data by tract is used for analyses. Tracts are characterized as predominantly non-White, low income, or lacking English proficiency when a majority of residents in the tract meet such criteria. Services are mapped using a GIS mapping system so that the affected route is mapped onto underlying census tracts which are displayed to indicate the status of the tracts with respect to ethnicity, income or language proficiency.			
Name of Person Responding: Conan Cheung		Job Title: DEO, Operations	
		Phone Number: 213-922-6949	
Attachment(s):			

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, A. Strategies and Goals Item Number: 4	Inquiry: Does LACMTA's process seek to identify the needs of low income and minority populations? Describe how.	
Response: <p>LACMTA thru its administrators works with a network of 800 non profit agencies. These agencies assist low income and minority population with their basic needs. In addition, Metro periodically conducts surveys to understand the transportation needs of low income and minority population and responds to them accordingly. Metro thru its three programs offers approximately \$8 million to provide transportation to shelter, job interview, and medical appointments or to subsidize monthly, weekly pass purchases.</p> <p>Under the Transportation Development Act (TDA) Article 8 we review the needs of low income areas in the "affected areas" that are eligible to receive TDA Article 8 (Avalon, Santa Clarita, and the Antelope Valley).</p> <p>TDA Article 8 requires that LACMTA make findings and recommendations for the unmet transit needs of those areas within LA County, but outside of the Metro service area, by reviewing the size and location of identifiable groups likely to be transit dependent or transit disadvantaged. LACMTA identifies the needs of the elderly, handicapped and persons of limited means.</p> <p>We identify these needs by an annual public hearing process in the affected areas. After the public response, we hold a Social Services Transportation Advisory Council (SSTAC) meeting to make recommendations. These recommendations are brought to the TDA Article 8 Hearing Board who then present findings and recommendations to the full LACMTA Board.</p>		
Name of Person Responding: Armineh Saint	Job Title: Transportation Project Manager IV	Phone Number: 213-922-2562
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, A. Strategies and Goals Item Number: 5	Inquiry: What methods are used to identify and analyze data?	
Response: <p>U. S. Census data by tract is used for analyses. GIS is used to evaluate impacts based on Census Tracts that are characterized as predominantly non-White, low income, or lacking English proficiency.</p>		
Name of Person Responding: Conan Cheung	Job Title: DEO, Operations	Phone Number: 213-922-6949
Attachment(s):		

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, A. Strategies and Goals Item Number: 6	Inquiry: How does LACMTA monitor to ensure mitigation measures identified for projects significantly impacting minorities are implemented?	
Response: The Environmental Compliance and Services Department assigns a staff member to a particular transportation project to manage compliance with the project's Mitigation Monitoring Plan. Project Team Members are assigned responsibility for tracking and reporting compliance with specific project mitigation measures. A quarterly report on the status of the mitigation measures is prepared to assure compliance.		
Name of Person Responding: Carl Peter Ripaldi	Job Title: Principal Environmental Specialist	Phone Number: 213-922-7304
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, B. Service Equity Item Number: 1	Inquiry: Describe and provide a summary of the programs administered by LACMTA.	
Response: Metro provides the following major programs <ul style="list-style-type: none"> • Operate the second largest bus system in the United States, providing over 7.2 million revenue service hours annually with an average of 1.2 million boardings per weekday. • Operate three light rail lines and one heavy rail line with about 300,000 boardings per weekday. • Administer and distribute transportation funds for all Los Angeles County transit providers. • Develop and construct Rapid Bus lines and fixed guideways for buses and multi-passenger vehicles. • Construct new light and heavy rail lines. • Provide highway construction funding and traffic flow management. • Promote the use of public transit services and rideshare programs. 		
Name of Person Responding: Steve Jaffe	Job Title: Finance Manager	Phone Number: 213-922-6284
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, B. Service Equity Item Number: 2		Inquiry: Does LACMTA have an analytical process to assess the benefits and burdens of transportation system projects on different minority and socioeconomic groups? Please describe.	
Response: There are three such processes. 1. Significant service changes are evaluated against tract level census data on ethnicity, income and language proficiency. 2. Customer surveys are periodically evaluated by stratifying responses on the basis of ethnicity and income and determining whether statistically different responses are provided by each group (when such differences are observed, we seek to identify reasons for the differences). 3. Fare changes are evaluated for possible disproportionate impacts on the basis of ethnicity and income.			
Name of Person Responding: Conan Cheung		Job Title: DEO, Operations	Phone Number: 213-922-6949
Attachment(s):			

Review: C - Title VI Section: II. LACMTA, B. Service Equity Item Number: 3		Inquiry: Does LACMTA have a data collection process in place that will support the analysis of benefits and burdens? Describe this process and provide an example.	
Response: Data collection includes all manner of service supplied parameters such as number of buses, hours and miles of service operated by line and time period. Service consumed is monitored through Automated Passenger Counters on buses and manual checks conducted on rail lines. Geographic databases of routes, stop locations and census data are also maintained. By way of example, we have described previously how significant service change proposals are mapped against census data to identify whether or not disadvantaged groups may be disproportionately adversely impacted by a proposed change.			
Name of Person Responding: Conan Cheung		Job Title: DEO, Operations	Phone Number: 213-922-6949
Attachment(s):			

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, B. Service Equity Item Number: 4	Inquiry: How is the analysis of benefits and burdens used?	
Response: When evaluating a proposed service change, if the possibility of disproportionate adverse impacts is identified, then alternate available services are identified and possible mitigations and/or alternatives to the proposed change are identified and considered.		
Name of Person Responding: Conan Cheung	Job Title: DEO, Operations	Phone Number: 213-922-6949
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 1	Inquiry: Provide a copy of your public involvement process policy. What is the public comment period before the process or revision is adopted?	
Response: The Los Angeles County Metropolitan Transportation Authority Administrative Code articulates the duties of the Board of Directors and officers and the methods, systems and procedures for the agency's operation as required by Public Utilities Code § 130105. The Administrative Code contains a comprehensive set of ordinances and some of the Board-approved policies, including significant rules and procedures for the operation of the Board of Directors, a description of the position of Chief Executive Officer, Board Secretary, General Counsel, Inspector General and Ethics Officer. It includes chapters on Tort Claims, Settlement of Claims, Transit Operator Jurisdictional Disputes, <i>Public Hearings</i> and Finance. In addition, the agency conducts extensive outreach programs for all studies that meet and exceed requirements of the NEPA/CEQA process for scoping, public participation and reviews prior to public hearings on draft and final documents. Frequently this process includes the formation of community based working groups or committees to ensure public engagement in the process.		
Name of Person Responding: Lynda Bybee	Job Title: Deputy Executive Officer, Communications	Phone Number: 213-922-6340
Attachment(s): Administrative Code Table of Contents Administrative Code, Title 2, Chapter 2-50 Public Hearings		

**Los Angeles County
Metropolitan Transportation Authority
Administrative Code**

Table of Contents

Title 1 General Provisions

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Chapter 2-30 Public Transportation Services Corporation

Chapter 2-35 Tort Claims

Chapter 2-40 Settlement of Claims

Chapter 2-45 Transit Operator Jurisdictional Disputes

Chapter 2-50 Public Hearings

arguments and evidence that was before the Dispute Resolution Commission and shall such additional argument and evidence which the Board, in its sole discretion, agrees to receive.

E. The Board of Directors shall serve notice of any action taken on all parties.

F. Any action of the Board of Directors under paragraphs A., C. or D., which decides the dispute before the Board shall be final and conclusive.

Chapter 2-50

Public Hearings

2-50-010 Public Hearing Required.

A. The MTA shall hold a public hearing subject to the procedures set forth in section 2-50-020 before doing any of the following:

1. Adopting a change which increases the transit fares charged the general public;
2. Revising the service on a bus line which reduces the transit route miles by at least twenty-five (25) per cent;
3. Revising the service on a bus line which reduces the transit revenue vehicle miles by at least twenty-five (25) per cent; or
4. Implementing a new bus service route;

B. Experimental or emergency service changes, which are describe in paragraphs A.2., A.3. or A.4., may be instituted for 180 days or less without a public hearing, provided that a public hearing must be held during that time period if the experimental or emergency service is to continue for more than 180 days.

C. If there are a number of changes on a route in a fiscal year which add up to the percentages set forth in paragraphs A.2. or A.3. of this section, a hearing must be held prior to the change which causes the percentage to be exceeded.

D. Nothing in this section is intended to require a public hearing for standard seasonal variations in transit service unless the number, timing or type of service changes meet the criteria set forth in paragraphs A.2. or A.3. of this section.

E. Notwithstanding any other provision of this section, it shall not be considered a service change for which a public hearing is required if reduced or discontinued service is replaced by another type of service or service from a different provider without substantial interruption and at a level, which when compared to the previous service, does not constitute a reduction exceeding the percentages set forth in paragraphs A.2. or A.3. of this section.

2-50-020 Public Hearing Procedures. Any public hearing required by section 2-50-010 shall be conducted as set forth in this section.

A. Notice of the hearing shall be published in at least one newspaper of general circulation, at least thirty (30) days prior to the date of the hearing. Consideration should also be given to publication in neighborhood and ethnic newspapers as appropriate to provide notice to the members of the public most likely to be impacted by the proposed action.

B. Notice of the public hearing shall also be announced by brochures available on transit vehicles and at customer service centers.

C. In order to ensure that the views and comments expressed by the public are taken into consideration, MTA staff shall prepare a written response to the issues raised at the public hearing. That response should also include a general assessment of the social, economic and environmental impacts of the proposed change, including any impact on energy conservation.

D. The public hearing related to a recommendation to increase transit fares charged the general public shall be held before the Board of Directors and any action taken to increase the fares charged the general public must be approved by a two-thirds vote of the members of the Board of Directors. The Board of Directors may delegate to another body or a hearing officer appointed by the Chief Executive Officer the authority to hold the public hearing related to a reduction in bus service.

California Department of Transportation
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Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 2	Inquiry: Is information about LACMTA issues and processes provided timely to citizens, public agencies, transportation agency employees, private sector transportation providers, and others affected by transportation plans, programs, and projects? Describe how.	
Response: By Jackson: All information about LACMTA issues and processes contained in Board/Committee Reports is distributed and posted on the web at least 72 hours prior to meetings. Information regarding budget adoption, service changes and other major actions requiring a public hearing is published and posted on the web at least 30 days in advance of the action. By Bybee: The results of all LACMTA studies, summaries of actions by the Board of Directors, notice of public meetings and the meeting agendas are posted on the web. In addition meetings may be advertised in publications including multiple languages and broadly distributed by email transmittals through a countywide data base that includes other agencies, and both public and private stakeholder groups.		
Name of Person Responding: Michelle Jackson Lynda Bybee	Job Title: MTA Board Secretary Deputy Executive Officer, Communications	Phone Number: 213-922-4605 213-922-6340
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 3	Inquiry: Does the public have access to technical LACMTA documents? Describe how.	
Response: LACMTA technical documents are available on line, in the Transportation Library at the Gateway Headquarters Building, Los Angeles and may be obtained through public records request.		
Name of Person Responding: Lynda Bybee	Job Title: Deputy Executive Officer, Communications	Phone Number: 213-922-6340
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 4	Inquiry: Is advance public notice given for public review and comment on key decisions, including approval and amendments? Describe how.	
Response: The public is notified of upcoming key Metro decisions and public meetings, such as hearings for service changes, fare changes, etc. Materials are distributed to the public on board buses and trains, and through other media. Examples: <ul style="list-style-type: none"> • Take one brochures • Bus car cards • Online web banners • Newspaper ads In addition, Community Relations outreach programs provide locally-impacted areas with information in newspapers, door hangers and direct mail materials. When residents or businesses in the local area are predominantly non-English-speaking, materials are provided in English, plus the local language.		
Name of Person Responding: Yvonne Price	Job Title: Sr. Communications Officer	Phone Number: 213-922-4308
Attachment(s): Title VI 2 – Summary of Public Participation		

<p>Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 5</p>	<p>Inquiry: Are the needs of low-income and minority households taken into consideration? Describe how.</p>
<p>Response:</p> <p>Metro includes steps to ensure minority and low income participation in all outreach efforts. The following are three examples of such efforts for recent projects.</p> <p><u>Congestion Reduction Demonstration Project (<i>ExpressLanes</i>)</u></p> <p>The following outreach methods were used ensure that minority and low income people had access to the <i>ExpressLanes</i> public outreach activities:</p> <ul style="list-style-type: none"> • The <i>ExpressLanes</i> stakeholder database contains approximately 300 contacts in organizations with minority and low income members/constituents; these contacts were notified of meetings, briefings and public hearings. • Meetings, briefings, and hearings were scheduled throughout the neighborhoods and communities along both corridors at convenient times for working people and at locations easily accessible by public transit. • Briefings were held with City of Los Angeles Neighborhood Councils, Community Police Advisory Boards, and non-profit organizations in the zip codes within the five mile radius of the corridor with census tract median annual household incomes averaging under \$35,000. • Educational collateral materials were produced in Spanish and Chinese. • Email blast notices advertising public hearings were disseminated to elected officials, city departments and staff, community groups, faith based organizations, neighborhood councils, chambers of commerce, councils of government, businesses, transit advocates, transportation organizations, schools, youth organizations, medical facilities, downtown venues, parks and recreational facilities, and members of the general public. • Public hearings were advertised in both foreign-language (including Spanish, Chinese, and Korean) and English newspapers. • Media briefings were held with minority-owned media and media stories ran on the public hearings in June 2009. • Flyers were distributed in minority and low income communities to advertise the June 2009 public hearings. • New media was utilized to increase public participation for interested stakeholders – including minority and low income people -- who were not able to attend meetings in person. A live web chat was held in July 2009. At the March 2010 hearings, viewers participated via live streaming on the web, Facebook, and Twitter. <p><u>Crenshaw/ LAX Transit Corridor</u></p> <p>Special outreach efforts were extended to reach minority, low income, and low English proficiency (LEP) communities. The corridor is predominantly of minority compositions and has a significant low income population. Announcements and briefings to neighborhood councils, local business groups, non-governmental organizations, and churches were conducted. Strategies to reach low income population included holding meetings in transit-accessible locations and holding meetings at a variety of meeting times, nights and weekends in order to allow for participation at multiple times. All meeting announcements, advertisements and brochures have been produced bilingually (in Spanish). Furthermore, elected official mailing lists were utilized for regular project briefings.</p>	

<u>South Bay Metro Green Line Extension</u>		
<p>Special outreach efforts were extended to reach minority, low income and low English proficiency (LEP) communities. The communities in the study area are very diverse with approximately 33% White, 7% African American, 31% Latino, 9% Asian and 20% other. The study area has a significant amount of low-income households with approximately 46% of the residents having a low income defined as below 80% of the Area Median Income (AMI). Announcements and briefings to neighborhood councils, local business groups, and non-governmental organizations were conducted. Strategies to reach low income population included holding meetings in transit-accessible locations and holding meetings at a variety of meeting times, nights and weekends in order to allow for participation at multiple times. All meeting announcements, advertisements and brochures have been produced bilingually (in Spanish). Furthermore, elected official mailing lists were utilized for regular project briefings.</p>		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 6	Inquiry: Does the public outreach effort use media such as print, television, radio, etc., and is it targeted to low-income or minority populations?	
Response: Specific meetings, such as public hearings regarding bus service or community meetings soliciting input on transportation corridor projects, are advertised with display ads in publications that most closely target the appropriate geographic area affected by the meeting's subject matter. Public notice advertisements for such meetings also are placed in major newspapers.		
Name of Person Responding: Warren Morse	Job Title: DEO, Communications	Phone Number: 213-922-5661
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 7	Inquiry: What is LACMTA's process for advertising a Public Notice that LACMTA is an Equal Opportunity Program and that federal law prohibits discrimination?	
Response: A notice regarding Title VI appears annually in our "Metro Briefs" newspaper ads, which run in approximately 100 community publications in 7 languages throughout L.A. County. A notice also appears annually in English and Spanish "Metro Monthly," an onboard publication distributed on buses and trains. LACMTA publishes its equal employment opportunity program through the Minorities and Success publication.		
Name of Person Responding: Warren Morse	Name of Person Responding: Warren Morse	Name of Person Responding: Warren Morse
Attachment(s): Certificate of Merit, Minorities and Success publication.		



Metro Briefs

Make A Resolution You Can Keep

Forget about dieting. This year make a resolution you can keep. Go Metro instead of driving. Get a little exercise by walking to the bus stop or train station and also save a bundle in travel costs. Use the Trip Planner at metro.net.

Go Metro With 2008 Rider's Guide

Now is the time to learn how to Go Metro. Check out the 2008 Metro Bus and Metro Rail Rider's Guide with detailed instructions for riding the bus and rail system, complete fare information, tips on saving, security features and more. Find it online at metro.net.

Companies Adding Metro Pass As Benefit

More than 150 companies currently make Metro part of their company's benefits package with the Employer Pass Program. It's a win-win situation: employees get the benefits of riding Metro and the company enjoys tax savings, increased productivity, reduced parking demands and improved employee morale. Find out more at 213.922.2811.

Shuttle Service Offered To Griffith Observatory

See the stars in Hollywood on the Metro Red Line and then see the stars in the sky. LADOT now offers shuttle bus service to the Griffith Observatory from the Vermont/Sunset Metro Rail Station. The shuttle runs Saturdays and Sundays every 35 minutes between 10 am and 10 pm. For more information, go to ladottransit.com.

Metro Title VI Policy

Metro is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin. For complete information, please visit metro.net/titleVI.



If you'd like to know more,
please call us at
1.800.464.2111,
or visit metro.net.

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Certificate of Merit

Spring 2010

We wish to acknowledge the organization's commitment to Diversity.

METRO

as an Equal Opportunity Employer who fully and actively supports equal access for all people regardless of Race, Color, Religion, Gender, Sexual Orientation, Age, National Origin, Veteran Status, Disability or Genetic Information. Additionally, we prohibit Retaliation against individuals who oppose such discrimination and harassment or who participate in an equal opportunity investigation.

It is this kind of committed action that keeps America the land of diversity, freedom and opportunity for all.

We commend METRO for being a model of equality and diversity. Following their exemplary conduct, we hope for the day that each and everyone of us embraces this attitude of fairness and equality in our hearts and minds.



MINORITIES & SUCCESS
Equal Opportunity Employment By Choice

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 8		Inquiry: Are Tribal governments and related public agencies on public or Tribal land involved in LACMTA process? Describe how Tribal governments are involved in LACMTA process, and what considerations are given to Indian Reservation Roads.	
Response: There are no Tribal governments in our service area.			
Name of Person Responding: N/A		Job Title: N/A	Phone Number: N/A
Attachment(s):			

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 9		Inquiry: Give an example of what changes have occurred as a result of input by public involvement, specifically low-income and minority populations.	
Response: <p>By Bybee: Public input to LACMTA, either through personal testimony or written communication has specifically contributed to changes in transit service, changes to alternatives being considered for transportation systems or facilities and locations and scheduling of meetings. A specific example of a major change resulting from community input in communities of significant minority and low income populations was the I-710 Major Investment Study, where public involvement resulted in revised project boundaries with less impact to residential properties.</p> <p>By Cheung: About two years ago staff proposed the cancellation of a low ridership, peak period, express bus line (Line 442). The riders of the line (predominantly non-White) organized opposition to the loss of the service. In response, staff agreed to continued operation of the line at a reduced frequency together with conduct of an outreach campaign to encourage additional patrons to try the service. A productivity goal was established for continued operation, and while the line remains in operation today its future operation is still uncertain.</p>			
Name of Person Responding: Lynda Bybee		Job Title: DEO, Communications	Phone Number: 213-922-6340
Conan Cheung		DEO, Operations	213-922-6949
Attachment(s):			

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 10		Inquiry: Is the public involvement process reviewed periodically to determine the effectiveness of full and open access to all? Describe how.
Response: Review of the public involvement process is an ongoing activity in all of the agency's studies and initiatives. Project teams and communications and outreach staff evaluate effectiveness of content and the breadth of public participation with special consideration for successfully reaching the diverse demographics of affected communities. It is a constant dynamic of measuring success through feedback loops and adjusting strategies accordingly to ensure optimum results.		
Name of Person Responding: Lynda Bybee	Job Title: Deputy Executive Officer, Communications	Phone Number: 213-922-6340
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 11		Inquiry: Describe the types of assurances utilized to ensure that no one is excluded from participation in, or denied benefit of, or otherwise subjected to discrimination on the basis of race, color, sex, national origin, disability, or age from LACMTA's activities and services.
Response: By Coleman: Per Title VI Statement of Policy (EO-5), LACMTA is committed to ensuring that no person is excluded from participating in, or denied the benefits of, its service on the basis of race, color, or national origin; promoting the full and fair participation of minority and low-income populations in transportation decision making; preventing denial, reduction, or delay in benefits related to programs and activities affecting minority and low-income-populations; and providing meaningful access to LACMTA services, programs, and activates by persons with limited English proficiency (LEP). Per Providing Transportation Services to Individuals with Disabilities (GEN 54), LACMTA, complies with all laws applicable to the provision of public transportation services for individuals with disabilities. More specifically, it is LACMTA's policy to provide full and equal access to LACMTA's transportation services for individuals with physical and/or mental disabilities and to prohibit discrimination against qualified individuals with disabilities.		
By Bybee: LACMTA's Title VI policy is posted on every floor of the headquarters and at every facility in the organization. A set of guidelines for communications protocols was assembled three years ago to ensure the agency's fulfillment of the goals and policy set forth in Title VI.		
Name of Person Responding: Lucille Coleman Lynda Bybee	Job Title: EEO Program Manager DEO, Communications	Phone Number: 213-922-2634 213-922-6340
Attachment(s): Web site meeting announcement for Regional Connector EIR/EIS with notation for request for TDD. Environmental Review Fact Sheet in English, Japanese and Spanish Construction Notices in English and Spanish with notation for request for TDD		

The following screen prints are (top image) an announcement on our web site of an upcoming community meeting as part of the EIS/EIR for a rail project, and (bottom image) a listing of other community meetings which have already occurred for this project.

The top screenshot shows a web browser window with the address <http://www.metro.net/pr>. The page title is "Additional Meetings". Below the title, it states: "Since the beginning of the Draft EIS/EIR phase of the project, Metro has completed meetings with the following stakeholder groups:"

- > Bringing Back Broadwa
- > Central City Associati
- > Central City East Ass
- > City of Los Angeles
- > Downtown Los Angele
- > Go For Broke
- > Higgins Homeowners A
- > Japanese American Cu
- > Japanese American Na
- > Japanese Chamber of
- > Little Tokyo Business
- > Little Tokyo Business I
- > Little Tokyo Communit
- > Little Tokyo CRA CAC
- > Little Tokyo Service C
- > Little Tokyo Working G
- > Los Angeles Conserva
- > Los Angeles County
- > Los Angeles Nishi Hong
- > Museum of Contempor
- > Savoy Homeowners As
- > University of Southern
- > Urban Design Working

The bottom screenshot shows a web browser window with the address <http://www.metro.net/pr>. The page title is "Upcoming Meetings". The main heading is "Japanese and Korean Speaking Communities Briefing". Below this, it states: "Jointly sponsored by the Japanese Chamber of Commerce of Southern California and the Little Tokyo Community Council".

Wednesday, June 9, 2010; 3 to 5 pm
Japanese American Cultural and Community Center, Garden Room
244 S San Pedro St, Los Angeles

Metro is hosting a briefing for the Japanese and Korean speaking communities to discuss the history and status of the Regional Connector Transit Corridor Project. The presentation will include background information on the study to date and what to expect once the environmental study becomes available for public review.

Japanese and Korean interpreters as well as printed materials in both languages will be available at this meeting.

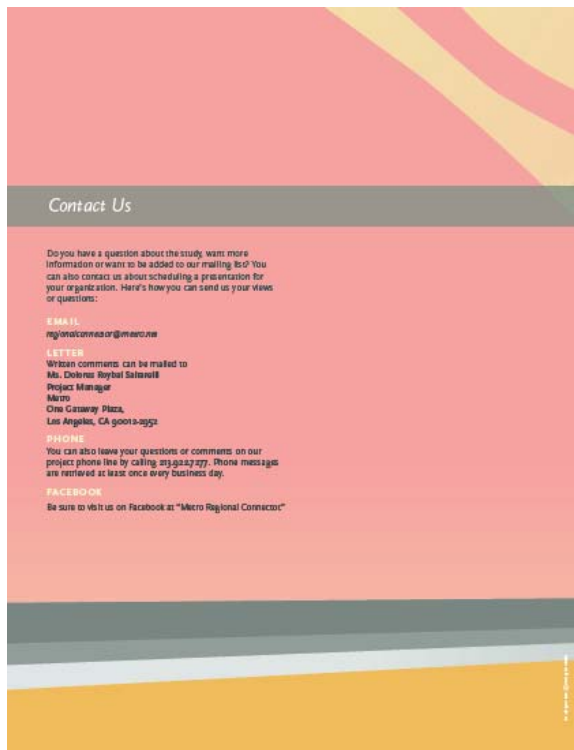
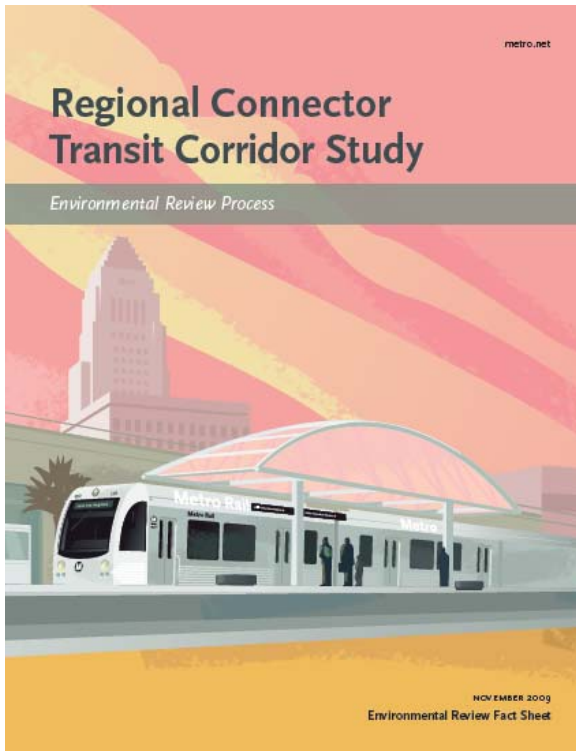
Keywords: Regional Connector Transit Corridor Meetings
Last Revised: Thursday June 03, 2010 9:38:18 PM

The bottom screenshot also shows a navigation menu with the following categories:

- Under Construction**
 - Expo Corridor Phase 1
 - Orange Line to Chatsworth
 - I-405 Sepulveda Pass
 - ExpressLanes
- In the Works**
 - 30/10 Initiative
 - Transit Improvements
 - Roads & Freeways
 - Corridor Studies
- Reports & Funding Sources**
 - Measure R
 - ARRA Economic Stimulus
 - Long Range Transportation Plan
 - All Projects & Reports
- Programs & Initiatives**
 - Environmental & Sustainability
 - Freeway Service Patrol
 - Call for Projects
 - Transit Oriented Development

There is also a search bar and a "Local Intranet" link at the bottom right of the browser window.


The images on this and the following two pages are taken from four page, 8.5 x 11 brochures describing the Environmental Review Process for the same rail project in English, Japanese and Spanish languages.



metro.net

Corredor de Transporte Conector Regional

Proceso de Revisión Ambiental



NOVIEMBRE 2009
Hoja Informativa

Antecedentes

El estudio del Conector Regional de transporte de tren ligero (LRT) incluye un análisis de alternativas para conectar la Estación 7th Street/Metro Center/Union Station a través del Centro de Los Angeles. El proyecto fue iniciado en el 2007 con un Estudio de Análisis de Alternativas. Aproximadamente 3) alternativas para pasar por el Centro de Los Angeles fueron desarrolladas y analizadas basadas en un número de criterios importantes. Los datos fueron reducidos por el proceso de Análisis de Alternativas a cuatro alternativas. A comienzos del 2009, la Junta Directiva de Metro autorizó al equipo del proyecto a moverse hacia la siguiente fase del proyecto y empezar a trabajar en el Borrador de la Declaración/Reporte del Impacto Ambiental (Borrador EIS/R) para examinar y completar una revisión cabal de las siguientes cuatro alternativas:

- => No Construcción
- => Administración de Sistemas de Transporte (TSM)
- => Alternativa de Construcción de LRT, entitas a nivel
- => Alternativa de Construcción de LRT, entitas subterráneo

Resumen del Proceso Ambiental

Hay varios pasos en el proceso del EIS/R que proveen a las agencias, personas interesadas en el proyecto y público en general la oportunidad para revisar el proyecto y proporcionar sus comentarios.

1. Notificación de Intención (NOI) y notificación de preparación (NOP)

Marzo del 2009 (Completó)

LO QUE METRO HACE

- => Metro inicia el proceso de CEQA/NEPA.
- => Publicación del NOI/NOP para cumplir con los requisitos de NEPA y CEQA.

SU PAPEL (ACCION PUBLICA)

- => NOI/NOP anuncia el principio del proyecto y las primeras reuniones de alcance, y no requiere ninguna acción aparte de la participación en el alcance.

2. Alcance público

Marzo-mayo del 2009 (Completó)

LO QUE METRO HACE

- => Metro hace a cada reuniones de alcance público en abril/mayo de 2009.
- => El público también fue invitado a mandar comentarios por correo electrónico o correspondencia. Metro realizó las reuniones en cuatro lugares: Financial District, Little Tokyo, Downtown Los Angeles y Pasadena. Un total de 177 personas asistió a las reuniones de alcance, y se recibieron 103 comentarios verbales, escritos y enviados por correo electrónico.
- => Metro hizo públicas estas reuniones por medio de correspondencia y correo electrónico, en el sitio de Internet de Metro, por publicaciones de periódicos, divisa de medios de comunicación y anuncios en las estaciones.

SU PAPEL (ACCION PUBLICA)

- => Se le proporciona al público una oportunidad para revisar y hacer comentarios sobre el estudio ambiental.
- => La primera oportunidad del público para proporcionar comentarios acerca de lo que Metro debería estudiar en el Borrador EIS/R, por ejemplo el propósito, necesidad del proyecto, alternativas para análisis en el EIS/R y los posibles impactos y mitigaciones para análisis en el EIS/R.
- => El período oficial para comentarios públicos ha terminado, pero significa que ya no puede proveer su aporte. Metro está comprometido a un proceso continuo y transparente de alcance comunitario que incluye reuniones de actualización con la comunidad en hitos importantes del proyecto y alcance continuo con grupos clave interesados en el área del proyecto.
- => El período de alcance público cerró el 1 de mayo de 2009. Metro registrará e incluirá todos los comentarios en el reporte del alcance.

3. Preparación del Borrador EIS/R

Mayo de 2009 - verano de 2010

LO QUE METRO HACE

- => Analizar los impactos del proyecto y el trabajo continuo con la comunidad en el diseño del proyecto y las mitigaciones.
- => Continuar proviendo información actualizada a medida que los resultados están disponibles. Sin embargo, Metro todavía se está analizando las cuatro alternativas. Si no podemos contestar a sus preguntas inmediatamente, tenemos el compromiso de hacer el seguimiento cuando tengamos las respuestas.

SU PAPEL (ACCION PUBLICA)

- => Asista a reuniones públicas.
- => La siguiente ronda de reuniones públicas está programada para noviembre del 2009.
- => Asista a reuniones para las personas interesadas en su comunidad. Además de las actualizaciones públicas, Metro continuará reuniéndose con organizaciones y personas interesadas en el proyecto a medida que el proyecto avanza.
- => Ahora es el momento de hablar sobre lo que usted piensa que son los impactos y cómo pueden ser mitigados.



NEPA and CEQA Process

La ley de política ambiental nacional (NEPA) y la ley de calidad ambiental de California (CEQA) son leyes que requieren que agencias gubernamentales identifiquen los impactos significativos de sus acciones hacia el medioambiente y eviten, rechacen o mitiguen cualquier efecto desfavorable. Una Declaración de Impacto Ambiental (EIS) para NEPA y un Reporte de Impacto Ambiental (EIR) para CEQA son requisitos para cualquier acción que sea tomada por el gobierno o que recibe financiación de éste. Este proceso requiere aprobaciones de NEPA y CEQA, por lo cual se preparará un EIS/R en conjunto.

El EIS/R para el Conector Regional considerará los impactos medioambientales del proyecto propuesto en una gran variedad de temas como calidad de aire, recursos culturales e históricos, efectos a la comunidad, ruido, impactos visuales, tierra, agua, recursos biológicos y otros. Durante la fase del Borrador EIS/R, Metro también estudiará los efectos potenciales del proyecto durante su construcción y una vez que está operando, y evaluará medidas para evitar, minimizar y mitigar efectos desfavorables. Durante esta fase, Metro mejorará las alternativas (incluyendo alineaciones y lugares para las estaciones), incluyendo la consideración de la eficacia de costos de las alternativas y opciones de financiamiento para la construcción.

1. Revisión pública y comentario sobre el Borrador EIS/R

Verano de 2010

LO QUE METRO HACE

- => Circular el borrador del documento ambiental.
- => Cuando se concluya la preparación del Borrador EIS/R, el documento ambiental estará disponible y será circularizado por Metro para revisión. Metro informará al público cuando el documento está disponible.
- => Metro llevará a cabo audiencias públicas formales a fin de que el público pueda hacer comentarios sobre el Borrador EIS/R.

SU PAPEL (ACCION PUBLICA)

- => El público revisa el Borrador EIS/R, ocupándose de preguntas, investigaciones y otros asuntos pertinentes.
- => Asista a audiencias públicas para otra vez proveer comentarios formales acerca del proyecto como parte del proceso ambiental. De esa forma, el público puede hablar sobre el diseño del proyecto y de medidas de mitigación adecuadas.
- => Las audiencias públicas se han tentativamente programadas para el verano del 2010.

2. La Junta Directiva selecciona la alternativa preferida localmente (LPA)

Final de verano/Comienzo del otoño 2010

LO QUE METRO HACE

- => La Junta Directiva de Metro selecciona la LPA.
- => El personal de Metro presentará las conclusiones del Borrador EIS/R a la Junta Directiva de Metro. Se pedirá a la Junta Directiva que adopte la LPA para su aprobación, que dará al personal para completar el EIS/R Final. La LPA es el proyecto identificado para avanzar el EIS/R Final.
- => Luego, la Junta Directiva buscará la aprobación de la agenda de transporte federal (FTA) para anticipar la siguiente publicación, por ejemplo el desarrollo de planes y planes finales para que el proyecto sea implementado.

SU PAPEL (ACCION PUBLICA)

- => Comentario del público a la Junta Directiva sobre las recomendaciones de la LPA.
- => Asista a la reunión de la Junta Directiva. En ese momento tendrá una oportunidad para hablar a la Junta Directiva acerca del proyecto que avanzará a implementación. Aquí es cuando puede hablar con la Junta Directiva acerca del proyecto que usted quiere.

3. Preparación del EIS/R Final

Verano de 2011

LO QUE METRO HACE

- => Metro responderá a los comentarios sobre el Borrador EIS/R en el EIS/R Final.
- => Metro circulará el EIS/R Final para revisión pública.

SU PAPEL (ACCION PUBLICA)

- => Ninguna acción pública.
- => El EIS/R Final ha sido respondido a los comentarios públicos durante el Borrador EIS/R. Hubo un período de 30 días para la revisión pública del EIS/R Final antes de la aprobación del pago de decisión.

4. Aprobación de la Junta Directiva de la decisión/proyecto

Inicio de 2011

LO QUE METRO HACE

- => La Junta Directiva de Metro decidirá si seguirá hacia delante con la construcción del proyecto del Conector Regional.
- => El personal de Metro hará su presentación final a la Junta Directiva acerca del proyecto del Conector Regional y recomendará implementación, si la Junta Directiva aprueba la recomendación de personal, sólo entonces pueden ser construido el proyecto.

SU PAPEL (ACCION PUBLICA)

- => Comentarios públicos hechos a la Junta Directiva acerca de la recomendación.
- => El público tendrá la oportunidad para proporcionar sus comentarios finales a la Junta Directiva de Metro antes de que una decisión sea tomada.

Cómo contactamos y permanecer involucrado

Si quiere ser agregado a nuestra lista de correo, programar una presentación para su organización o aprender más acerca del Conector Regional, hay muchas maneras de contactarnos:

CORREO ELECTRONICO
regionalconnect@metronet

CORRESPONDENCIA
Mande sus comentarios por escrito a:
Dolores Royal Salazar
Administradora del Proyecto Metro
One Gateway Plaza
Los Angeles, CA 90018-0955

TELÉFONO
También puede dejarnos preguntas o comentarios en nuestro teléfono del proyecto llamando al 213.923.3277. Los mensajes telefónicos son escuchados al menos una vez cada día hábil.

FACEBOOK
Asígnese de visitarnos en Facebook en "Metro Regional Connect"



I-405 Sepulveda Pass
Widening Project

Construction Notice

ATTENTION COMMUTERS, RESIDENTS, AND BUSINESSES IN THE VICINITY OF THE SAN DIEGO FREEWAY (I-405) NEAR THE SHERMAN OAKS AREA JUST NORTH OF THE MULHOLLAND BRIDGE AND AT THE GETTY TRAIL HEAD

The contractor will resume clearing and grubbing operations and grade the area along the northbound portions of the I-405 freeway on Wednesday July 7, 2010, for approximately three more weeks, in the vicinity of the Sherman Oaks area just north of the Mulholland Bridge and the Getty Trail Head. The clearing and grubbing activity, which is the removal of trees and vegetation, and the grading of the work area is an early stage of preparation work to support upcoming construction activities along the I-405 freeway.

What: Grading of the work area, clearing trees, and grubbing plants and vegetation along the northbound I-405 freeway.

When: Day and night time work is anticipated to resume on Wednesday, July 7, 2010, for approximately three more weeks, weather permitting. Day time operations will take place from 7:00am to 3:30pm, while night time work will take place 7:00pm to 6:00am.

Where: Along the northbound portions of the I-405 freeway near the Sherman Oaks area just north of the Mulholland Bridge and at the Getty Trail Head

What to Expect:

- Day time work will not require any freeway or ramp closures
- Night time work near the Sherman Oaks area just north of the Mulholland Bridge may entail the closure of the two right hand northbound lanes from 10:00pm to 6:00am and the closure of the Skirball Center Drive on-ramp from 7:00pm to 6:00am.
- Night time work at the Getty Trail Head may entail the closure of the two right hand freeway lanes 10:00 pm to 6:00 am and the closure of the Getty Center Drive on-ramp from 7:00pm to 6:00am.
- Please note that the work is weather permitting and subject to change.
- For latest updates visit our website at www.metro.net/I-405 or follow us on Twitter: twitter.com/I_405.

To request further information through an assistive listening device, please call 1.800.252.9040.

Please note that construction is a dynamic process and subject to change without notice.

Thank you for your patience and cooperation.

For most recent road closure information visit metro.net/I-405.

For more information, call the Community Relations Construction Impact Team.

Metro Community Relations
6060 Center Dr, 2nd Fl
Los Angeles, CA 90045 Tel: 213.922.3665



Metro



Construction Notice

ATENCIÓN CONDUCTORES, RESIDENTES, Y DUEÑOS DE NEGOCIOS A LO LARGO DE LA AVENIDA CANOGA

Como parte de la construcción de la Extensión de Metro Orange Line, el contratista llevará a cabo la encuesta de utilidades en las calles a lo largo de la Avenida Canoga. Esta actividad requiere cierre de carriles de calle para facilitar el uso seguro del equipo necesario para hacer las zanjas.

QUE: Cierre de la calle para facilitar el equipo necesario para hacer zanjas.

CUANDO: El jueves, 8 de julio de 2010 hasta el 23 de julio de 2010. Las horas de trabajo de construcción son aproximadamente 7: 00 a.m. – 4: 30 p.m., de lunes a viernes, si el tiempo lo permite.

DONDE: En la Avenida Canoga desde Vanowen a Marilla y Owensmouth

QUE ESPERAR:

- Se mantendrá acceso a las empresas y residentes en todo momento.
- Se mantendrá acceso a los peatones fuera de la zona de construcción.
- El tráfico se reconfigurará a un carril para mantenerlo abierto en donde sea posible.
- Se mantendrá acceso para los bomberos y vehículos de emergencia en todo momento.

To request further information through an assistive listening device, please call 1.800.252.9040.

Remember to always be careful when driving or walking through or near a construction area.

Thank you for your patience and cooperation.



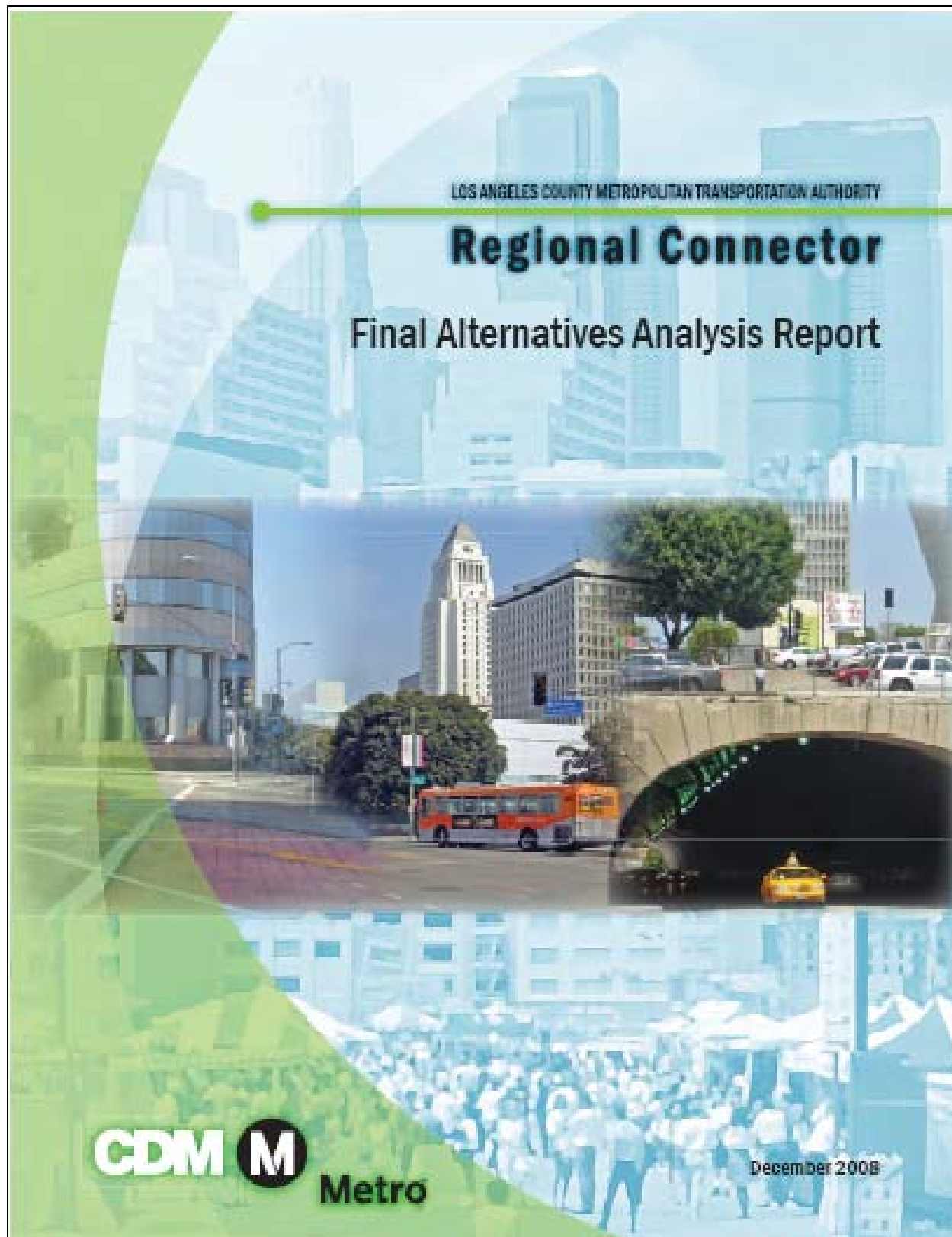
Metro

For more information, call the Community Relations Construction Impact Team at 213.922.3668 or email us at molextension@metro.net.

Metro
One Gateway Plaza, MS 99-17-11
Los Angeles, CA 90012-2952

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 12	Inquiry: Please provide copies of documentation that contains significant issues that would require changes in a project from an environmental planner project file.	
Response: <p>The Regional Connector will connect the Metro Gold Line, Blue Line and Expo Line enabling passengers to travel from Azusa to Long Beach and from the Eastside to Culver City. By providing continuous through service between these lines, the Regional Connector will improve access to both local and regional destinations – and help create a true transportation network for the region.</p> <p>In November 2007, Metro held early scoping meetings for the Regional Connector Transit Corridor Study to help guide the development of alternatives, including potential modes and alignments. Metro subsequently hosted a series of update meetings in February 2008, which presented initial alternatives incorporating the community’s comments submitted during the early scoping period.</p> <p>Based on this feedback, Metro developed and refined alternatives for further analysis including various modes, as well as potential alignments and station locations. The final round of update meetings for the Alternatives Analysis phase of the project was held in October 2008, where two recommended alternatives were presented to the public.</p> <p>Additional public comment resulted in the Board of Directors action in February 2010 to include an additional alternative which, although more costly to build, would be more fully responsive to community concerns.</p> <p>The following pages include excerpts from the Regional Connector Final Alternatives Analysis Report addressing findings from public involvement, Recap/Minutes from the February 2010 meeting of the LACMTA Board of Directors approving the additional alternative, and the related staff report to the Board.</p>		
Name of Person Responding: Robin Blair	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-3074
Attachment(s):		





- Alternative 5 begins at-grade at the Little Tokyo Gold Line station, and continues below grade through Civic Center, Little Tokyo, Grand Ave., and the financial district.
- Alternative 6, which appeared to have initial community support, places the entire alignment below grade, and requires the reconstruction of the Little Tokyo Gold Line station.
- Alternative 8 would require the Little Tokyo Gold Line station to be relocated further west of the station's current location.

Comments Related to Station Locations

When asked about potential station locations, Grand Ave., Little Tokyo, and Bunker Hill were the most requested by those commenting. Several potential stations were widely popular, and were somewhat reflective of those preferring the 2nd St. option. The order of the level of support was: Little Tokyo, a station connecting Broadway to the LRT alignment at 2nd and Broadway, the 7th St./Metro Center Station, Bunker Hill, and one at the Civic Center, in the northern portion of the study zone.

Key Issues Identified

Those stakeholders providing their comments about key issues were emphatic about the need for the Regional Connector to provide a link with Metro's transit lines. In summary, the project is widely supported; LRT is the preferred mode; and an underground alignment is favored. Other issues raised included the potential need to add rail cars, improve station maintenance, and to consider implementing the technology used to construct the Metro Gold Line tunnels.

6.4 Community Update Meeting Series #2

A final round of community update meetings was held in October 2008 to present to the public Metro's recommendations for the Regional Connector AA study. In preparation for the meetings, focused outreach to the neighboring communities, key stakeholder groups, and local media was conducted. Beginning with the distribution of the media notice, a multimedia approach was implemented to notify stakeholders of the meetings. Ads in major newspapers, community papers, and notification through on-line blogs, direct mail and e-mails rounded out the outreach process.

In order to reach out to downtown residents and those working in the downtown area, advertisements were placed in Rafu Shimpo, Los Angeles Garment and Citizen, and the Los Angeles Downtown News. The advertisements were developed by Metro's graphic department.

Outlet	Run Date	Language	Circulation
Los Angeles Downtown News	October 13 th & 20 th	English	49,000
Los Angeles Garment and Citizen	October 10 th & 17 th	English, Spanish	25,000
Rafu Shimpo	October 11 th	English	45,000





Meeting notifications were sent to the stakeholder database on September 26, 2008 via US mail or direct mail where no email contacts were available. All project information as well as information about the meetings was posted online at www.metro.net/regionalconnector. All elected officials at the local, state and federal levels within the project area were also sent notification of the meetings.

Multiple organizations were contacted requesting that they forward invitations to the early scoping meetings to their members or constituents. These organizations included transportation advocacy groups, neighborhood and business organizations, civic groups, and academic institutions.

Approximately 109 people attended the final round of community meetings. The meetings were held as follows:

Thursday, October 16th; 12:00 p.m. to 1:30 p.m.
Los Angeles Central Public Library
630 W. 5th St., Los Angeles, CA

Tuesday, October 21st; 6:30 p.m. to 8 p.m.
Japanese American National Museum
369 E 1st St., Los Angeles, CA

6.4.1 Overview of Comments Received

51 comments were received from the final round of community meetings:

- 33 Verbal comments at Public Community update meetings
- 11 Written comments at Public Community update meetings
- 4 Written comments via email
- 3 Written comments via US mail
- 0 Verbal comments on the Information Phone Line

Comments Related to Mode

Stakeholders who attended the last round of meetings were overwhelmingly in support of building the Regional Connector as an underground LRT to the extent possible. Due to the heavy vehicular and pedestrian traffic in downtown Los Angeles, stakeholders believed that above ground rail will further congest this area. In addition, there are many festivals, films and other events happening in downtown Los Angeles and stakeholders did not want above ground rail to disturb these activities.

Comments Related to Alignment

There was considerable support in the community within the immediate project area to run the Regional Connector underground, with Alternative 1 as the preferred alignment. The underground alignment emerges at grade in the Little Tokyo area and there were





6.5.1.1 Little Tokyo

Metro's team subsequently met with two groups from Little Tokyo on an ongoing basis: the Little Tokyo Community Council (LTCC) and the Little Tokyo Service Center (LTSC). The LTCC represents residents, business owners, land owners, civic leaders, City agencies, and educational institutions. As a Community Development Corporation, the Service Center provides social service and other programs to Little Tokyo residents, and assisted the project team in coordinating a meeting with business owners along 2nd St.

Metro's first presentation to the LTCC took place shortly after the first community update meeting on March 12, 2008. In response to concerns regarding the 11 alternatives presented to the community, the LTCC established a subcommittee to communicate directly with Metro as the AA moved forward. The initial concerns regarding the project centered around preserving the identity of the neighborhood, pedestrian impacts, and construction impacts.

Many on the committee felt the Temple St. alignment would best serve the Little Tokyo community. Alternative 2, using Figueroa, Flower, Dewap, to Temple Sts., would have required additional construction to the new LRT bridge at Temple and Alameda St. That alternative was determined to be financially infeasible. Additionally, potential station locations were identified as less desirable when compared to other project alternatives and potential station locations.

At this initial meeting, a "mitigated" Alternative 5 was presented to the group. This alternative would require a grade separation for auto traffic on Alameda St. Since the group responded positively to this change, additional details were presented at a second meeting.

The second meeting of the subcommittee was held on April 2, 2008. The subcommittee reviewed key concerns: pedestrian impacts, loss of neighborhood identity, and how construction might impact small businesses. In response to these concerns, Metro presented a "mitigated" project alternative, which would minimize construction impacts, and increase pedestrian access to the station and nearby neighborhood activities.

During this meeting, Alternatives 3b and 7 were presented to the group. Alternative 3b involves a couplet on both Los Angeles and Main Sts. between 2nd and Temple Sts. Alternative 7 uses 2nd St. from Flower to Los Angeles St., turns at Los Angeles St. and at Temple St. While both alternatives were considered acceptable to the community, Alternative 5 remained as the preferred option.

Alternative 5 includes a grade separation along Alameda St., and the addition of a pedestrian bridge that serves to connect the Japanese American National Museum, the Mangrove project area, and provides an aerial crossing at 1st St. and the Office Depot property (located diagonally from the Little Tokyo/Arts District Gold Line Station.) The appeal of the intersection's treatment and the location of the potential portal satisfactorily addressed the subcommittee's primary concern regarding the construction and operational impacts of the Regional Connector.





A meeting with the Little Tokyo Service Center sought to address the concerns of business owners along 2nd St. This meeting took place on May 13, 2008 at the Japanese American Cultural Center. While there were many operational questions (e.g. how often would the trains cross into Little Tokyo, would the community feel the train passing) that would be addressed during the next phase of the project, the purpose of the meeting was to present the remaining Alternatives 3b, 5, and 7. Overall there was support for the project, and consensus that the business owners would like to be further engaged as the project moves forward. Community preference was for the alignment to be located below grade, to minimize the construction impacts on access to area businesses.

6.5.1.2 Bringing Back Broadway

The Broadway Streetcar project is looking at ways to provide streetcar service along Broadway, connecting the Grand Avenue Project to LA Live. The project is a public/private venture with support from the City of Los Angeles (with the Community Redevelopment Agency and Council District 14 taking the lead on the project). Metro met with 5 separate organizations that play different roles in the Streetcar project:

- The Downtown Los Angeles Neighborhood Council
- Historic Core Business Improvement District
- Bringing Back Broadway Coalition
- Downtown Los Angeles Business Improvement District
- Central City East Association

Initially, there was some uncertainty among stakeholders regarding differences between the Streetcar and Regional Connector projects. Metro clearly defined the differences in the project, namely the project goals, potential funding sources, services provided, and agency support. The intent of the Broadway Streetcar is to act as a "walk extender" and to support downtown pedestrian access, whereas the initial intent of the Regional Connector is to provide continuous service between the LRT options traveling through downtown Los Angeles.

With this concern resolved, the organizations began to consider how the Regional Connector could interact with the Broadway Streetcar. The Historic Core Business Improvement District and the Bringing Back Broadway Coalition agreed that a connection at 2nd and Broadway made the most sense.

The groups also recognized that a station need not be located directly at 2nd and Broadway if a portal located near 2nd and Broadway would provide the necessary access to the area as well. It was agreed that as long as transit users felt like they were accessing the station at 2nd and Broadway, it did not matter if they needed to walk a block below grade to access the train.



Thursday, February 25, 2010 9:30 A.M.

RECAP/ DRAFT MINUTES

Regular Board Meeting
Board of Directors

One Gateway Plaza
3rd Floor Board Room

Called to Order at 9:35 a.m.

Directors Present:

Ara J. Najarian, Chair
Michael Antonovich
Diane DuBois
John Fasana
Tom LaBonge*
Richard Katz
Gloria Molina
Pam O'Connor
Rita Robinson
Mark Ridley-Thomas
Zev Yaroslavsky
Vacant, non-voting member

*Sat in for José Huizar

Officers

Arthur T. Leahy, Chief Executive Officer
Michele Jackson, Board Secretary
Karen Gorman, Ethics Officer
Karen Gorman, Acting Inspector General
County Counsel, General Counsel



Los Angeles County
Metropolitan Transportation Authority

Metro

1. APPROVED **Consent Calendar** Items: 2, 5, 7, 22, 30, 31, 32, 34, 35 and 47.

RR	TL	PO	ZY	RK	AV	AN	DK	DD	MRT	MA	GM	JF	
Y	Y	Y	A	Y	A	Y	A	Y	Y	A	A	A	

2. APPROVED ON CONSENT CALENDAR **Minutes of Regular Board Meeting** held January 28, 2010 and **Special Board Meeting** held February 1, 2010.

3. RECEIVED **Chair’s Report**.

4. RECEIVED **Chief Executive Officer’s Report**.

5. APPROVED ON CONSENT CALENDAR one additional “Build Alternative” for study in the **Regional Connector Draft Environmental Impact Study/Report**.

The additional “Build Alternative” is a Fully Underground LRT Alternative (Little Tokyo Variations 1 and 2) – underground alternative via Second Street and under First and Alameda Streets. This alternative would be in addition to the Metro Board’s previous approval to include: the “No Build”, TSM, and two build alternatives.

7. APPROVED ON CONSENT CALENDAR authorizing:

A. the Chief Executive Officer to enter into a **Memorandum of Understanding with the South Bay Cities Council of Governments** in the amount of \$401,505 for development of a Measure R Highway Program Implementation Plan. Measure R dollars earmarked for the South Bay region will be used to fund this effort; and

B. FY 2010 reimbursements for an amount not to exceed \$46,400, retroactive to February 1, 2010.

RR = R. Robinson	TL = T. LaBonge*	PO = P. O’Connor	ZY = Z. Yaroslavsky
RK = R. Katz	AV = A. Villaraigosa	AN = A. Najarian	DK = D. Knabe
DD = D. DuBois	MRT = M. Ridley-Thomas	MA = M. Antonovich	GM = G. Molina
JF = J. Fasana			*Sat in for Director Huizar

LEGEND: Y = YES , N = NO, C = CONFLICT, ABS = ABSTAIN, A = ABSENT, P = PRESENT



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Te
metro.net

PLANNING AND PROGRAMMING COMMITTEE
FEBRUARY 18, 2010

MEASURE R PROJECT DELIVERY COMMITTEE
FEBRUARY 18, 2010

SUBJECT: REGIONAL CONNECTOR TRANSIT CORRIDOR PROJECT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

- A. Approve one additional "Build Alternative" for study in the Regional Connector Draft Environmental Impact Study/Report (DEIS/DEIR).

The additional "Build Alternative" is a Fully Underground LRT Alternative (Little Tokyo Variations 1 and 2)-underground alternative via Second Street and under First and Alameda Streets (Attachment A). This alternative would be in addition to the Metro Board's previous approval to include: the "No Build", TSM, and two build alternatives.

RATIONALE

Staff has developed an additional build alternative in response to comments received during the environmental scoping process. This alternative was developed in cooperation with the Little Tokyo stakeholders and provides a reasonable alternative to issues raised during the ongoing working group meetings.

The proposed additional "Build Alternative" is identified in the environmental document as the "Fully Underground LRT (Little Tokyo Variation 1 and 2)". This alternative would extend the LRT tracks at 7th Street/Metro Center to the Metro Gold Line tracks near First and Alameda Streets. The alternative would include an additional Little Tokyo/Arts District Station as well as the three stations already identified in the Underground Emphasis-Broadway option. The alignment is identical to the Underground Emphasis-Broadway option included in the DEIS/DEIR with the exception of a complete undergrounding of the crossing at 1st and Alameda Streets. This allows LRT trains to continue to travel underground from under 2nd and Central through the intersection of First and Alameda Streets, keeping the LRT fully grade separated. Portals would be

constructed on both First and Alameda Streets to allow trains to surface and connect to both the Metro Eastside Extension and the Metro Gold Line to Pasadena. Little Tokyo Variation 1 locates a portal on First Street between Alameda and Garey Streets. Little Tokyo Variation 2 locates two narrower portals on First Street between Alameda and Vignes Streets. The ongoing discussions with the community stakeholders and continuing refinement of the designs may result in one of the variations being dropped from further consideration.

FINANCIAL IMPACT

Funding of \$6,700,800 for the Regional Connector project is included in the FY10 budget in cost center 4320 (Central Area Team) in project 460228 (Regional Connector) account 50316 (Services Professional/Technical). However, funding for the inclusion of the additional alternative in the DEIS/DEIR including Advanced Conceptual Engineering was not part of the FY10 budget. Staff has determined that if additional funds are required they will be absorbed within the FY10 budget. Since this is a multi-year project it will be the responsibility of the cost center manager and the Chief Planning Officer for budgeting expenditures in future years.

Impact to Bus and Rail Operating and Capital Budget

The funding for this project is State repayment of capital project loans. Although these are eligible for bus and rail operating and capital expenditures these funds have been programmed in the LRTP for this project due to the proposed tunneling element of the project. Therefore, no other source of funds were considered.

ALTERNATIVES CONSIDERED

The Board has several options it could consider including:

1. Choosing not to include the alternative in the DEIS/DEIR;
2. Selecting additional alternatives for analysis and review in the DEIS/DEIR.

These options are not recommended because the technical analysis conducted to date reflects that the additional build alternative is worthy of further environmental analysis and has overwhelming public support. Including the additional build alternative in the DEIS/DEIR will allow staff to conduct the technical studies necessary to determine costs, impacts, and benefits. Deferral of further study would delay the selection of a Locally Preferred Alternative and would preclude further efforts to qualify the project for state and federal funding grants.

NEXT STEPS

Upon Board approval, the additional build alternative will be included for environmental analysis in DEIS/DEIR including Advanced Conceptual Engineering. In order to maintain the project schedule, staff is preparing to procure for Preliminary Engineering services. As the DEIS/DEIR progresses, we will provide periodic Board updates.

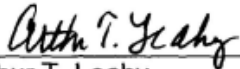
ATTACHMENTS

- A. Fully Underground LRT Alternative-Little Tokyo Variation 1 and 2

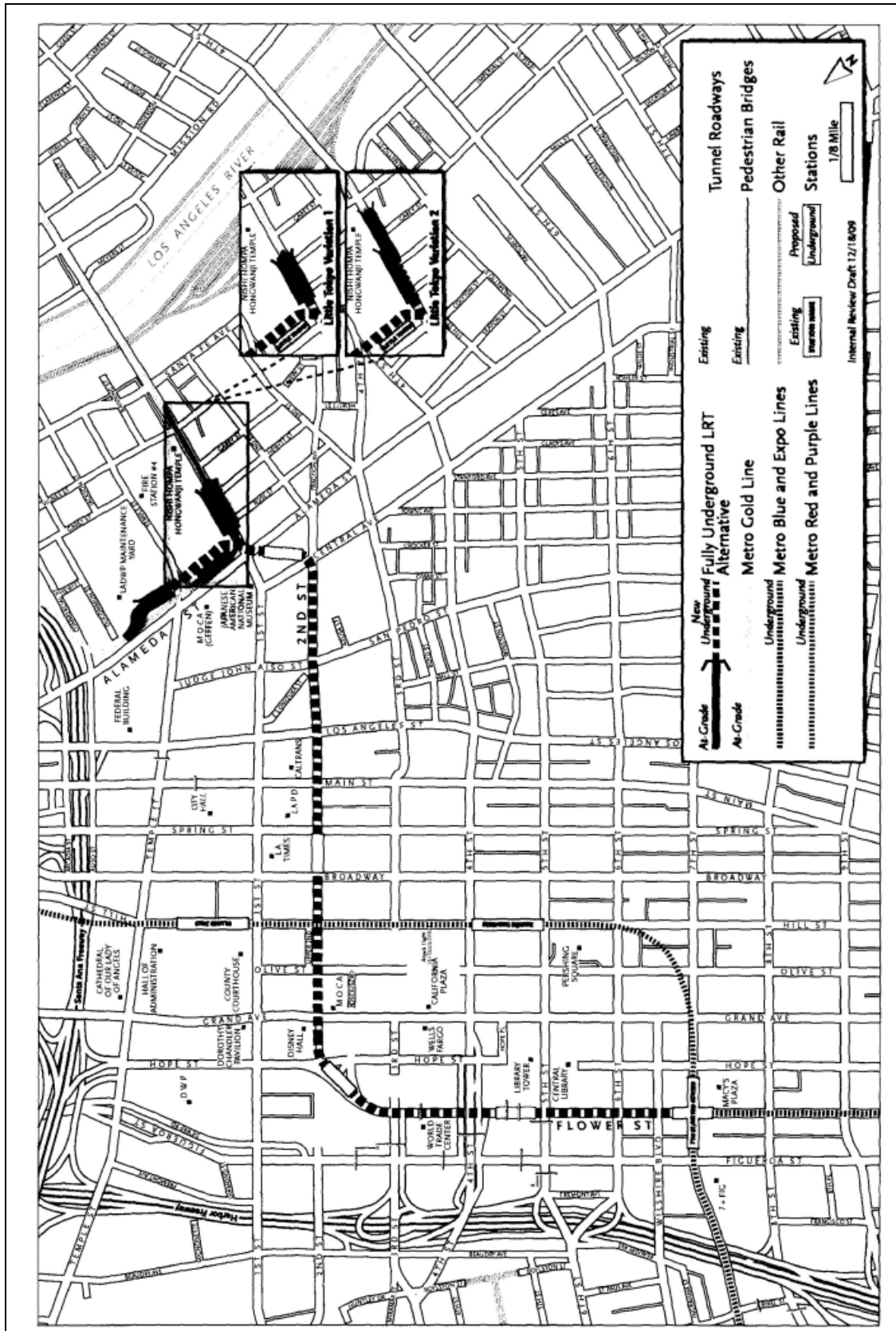
Prepared by: Dolores Roybal Saltarelli, Transportation Planning Manager,
Central Area Planning
Robin Blair, Director, Central Area Planning
Diego Cardoso, Executive Officer, Transportation Development and
Implementation



Douglas R. Failing, P.E.
Interim Chief Planning Officer



Arthur T. Leahy
Chief Executive Officer



California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 13		Inquiry: Has the Equal Employment Opportunity Compliance Officer or key program personnel attended public meetings or hearings held for projects with potential Title VI impacts? If yes, give an example and list the meeting or hearing, the attendees and the outcome of the meeting or hearing.	
Response: Key personnel with responsibility for public outreach and Title VI within the effected program attend public meetings or hearings. Please refer attachment Title VI 2 – Summary of Public Participation in Major Projects for examples.			
Name of Person Responding: Steve Jaffe		Job Title: Finance Manager	Phone Number: 213-922-6284
Attachment(s): Title VI 2 – Summary of Public Participation in Major Projects			

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 14		Inquiry: What role did the Equal Employment Opportunity Compliance Officer or key program personnel play to facilitate participation of historically underrepresented groups and accessibility to the location of the meetings or hearings?	
Response: The EEO Compliance Officer has no role with public participation procedures. Key personnel with responsibility for public outreach and Title VI within the effected program attend public meetings or hearings. Metro makes significant efforts to ensure minority, low-income, low English proficiency (LEP) communities, and disabled persons were included in all outreach efforts. This included sensitivity to multiple distribution channels and language needs, but also to selection of transit accessible venues in compliance with the Americans with Disabilities Act of 1990 (ADA) (42 USC 12101 12213). Simultaneous translations are provided at each community meeting. In addition to direct mail and emails, Metro provides multilingual notifications at least 10 days in advance of meetings on buses serving the project area to ensure that those who are transit-dependent had access to information about the project and were made aware of opportunities to attend the meetings. Furthermore, bi-lingual (Spanish/English) meeting notices are placed libraries, community centers, and non-profit organizations in the project area. Additionally announcements and briefings to neighborhood councils, local business groups, non-governmental organizations, and religious institutions are conducted.			
Name of Person Responding: Gladys Lowe		Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):			

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 15	Inquiry: Does the Equal Employment Opportunity Compliance Officer review procedures that address public involvement, particularly minority citizen participation? Please explain and provide examples.	
Response: The EEO Compliance Officer has no role with public participation procedures. Key personnel with responsibility for public outreach and Title VI within the effected program attend public meetings or hearings.		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s): Title VI 2 - Summary of Public Participation in Major Projects		

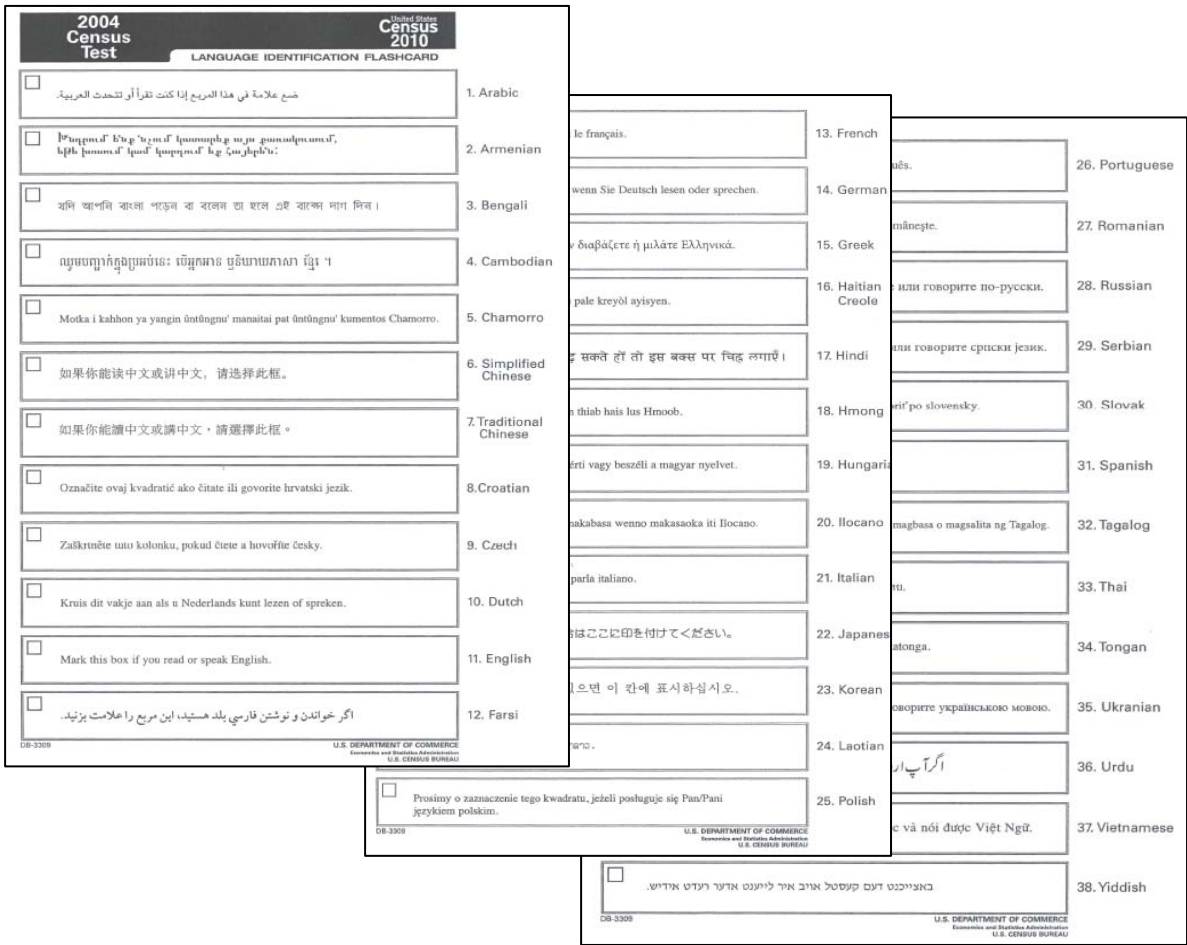
**California Department of Transportation
ADA , DBE & Title VI Compliance Review**

<p>Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 16</p>	<p>Inquiry: Please describe the procedures followed when working with external customers who have non-English language needs for Limited English Proficiency (LEP) services.</p>
-----------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Response:

The attached Metro Limited English Proficiency Outreach Plan (September 2007) describes in detail the LEP assessment and implementation to ensure service is provided for LEP customers.

For walk-in customers who require interaction in another language, Customer Relations uses a 38-language chart for identifying language.



Upon identification of the non-English language, staff will contact an appropriate person from an internal list of employees who can assist with a majority of those languages.

California Department of Transportation
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Metro also provides an array of pocket guides in English plus one of 10 different languages identified as the most used non-English languages in Los Angeles. Customers can pick out the pocket guide in their language and while the customer peruses the pocket guide, a staff interpreter in the corresponding language is called upon to interact with and provide additional assistance to the customer.

Telephone Information agents are also able to respond to callers using non-English languages for bus and rail route information.

Name of Person Responding:

Yvonne Price

Job Title:

Sr. Communications Officer

Phone Number:

213-922-4308

Attachment(s):

Limited English Proficiency Outreach Plan (September 2007)

Sample brochures in multiple languages

Title VI 3 – 2007 LEP Plan Final Title VI Report

Los Angeles County
Metropolitan Transportation Authority

Limited English Proficiency Outreach Plan

Updated September 2007



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- II. Facts at a Glance
- III. Four Factor Analysis Summary
- IV. Needs Assessment
- V. Implementation
- VI. Implementation Summary

Introduction

The Los Angeles County Metropolitan Transportation Authority (Metro) has a long-standing commitment to provide information about its services to people with Limited English Proficiency. Metro is unique among the nation's transportation agencies. It serves as transportation planner and coordinator, designer, builder and operator for one of the country's largest, most populous counties. More than 9.6 million people – nearly one-third of California's residents – live, work, and play within its 1,433-square-mile service area.

In November 2005, the General Accounting Office of the United States published a report on the efforts of transit agencies to reach those of Limited English Proficiency. Metro was among 20 agencies whose customer communications programs were reviewed for the report.

Metro rated highly among other agencies in its commitment to multiple language outreach.

Among the report's findings:

- > Metro had the greatest use of multiple languages, being the only agency to offer information on a regular basis in 7 different languages.
- > Metro was one of only 4 transit agencies that provide Spanish language information through eight different means, including radio advertisements, recorded announcements and ticket vending machines.

Metro was one of 7 transit agencies that provides select materials in languages other than Spanish, and one of only 4 agencies that are able to provide translated materials on request.

In addition to a commitment to people with limited English proficiency, Metro ensures that no person is excluded from Metro benefits or services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Metro patrons who believe they have been unfairly treated on the basis of race, color, national origin, or English proficiency may file a complaint with Metro's Equal Employment Opportunity (EEO) Unit, One Gateway Plaza, Los Angeles, California 90012-2932.

Facts at a Glance

Statistics

Square Miles in Service Area	1,433
Number of Bus Routes	191
Bus Stops	18,500

Bus Fleet

Total Metro Fleet (Active)	2,496
Buses in Service / Average Weekday (Includes contracted service)	2,253

TOTAL METRO BUS RIDERSHIP

Estimates as of July 2007 (Includes contracted services)

Average Weekday Boardings	1,197,028
Average Saturday Boardings	795,015
Average Sunday Boardings	561,532
Annual Boarding FY2007	406,907,993

TOTAL METRO RAIL RIDERSHIP

Estimates as of July 2007

Average Weekday Boardings	265,479
Average Saturday Boardings	87,098
Average Sunday Boardings	150,107

Four Factor Analysis Summary

Item	Refined
I. Number or Proportion of LEP Persons Served	
Geographic boundary identification	X
Census review of population	X
LEP analysis of customers and trends	X
Identification of LEP groupings within service area	X
Staff LEP input	X
LEP information kept by agency	X
Determination of pre-arranged language services	X
Review of Metro LEP contact points	X
Customer Information (Telephone, Service Centers, Correspondence)	X
Transportation (Boardings, Facilities)	X
Construction (Notifications, Mitigation, Community Relations)	X
Planning (Community Outreach, Public Notice)	X
Administration (Policies, Notifications)	X
Governance (Public Notification, Public Meetings)	X
Employee (Customer Service Staff LEP Instructions, Vehicle Operators LEP Instructions, Training, Communications)	X
Identification of LEP Partners	X
(Community Representatives, Chambers, Community Organizations, Neighborhood Groups, Belief Centers, Cultural Affiliates)	X
Explanation/Understanding of Services	X
II. Frequency of Contact	
Identification of language groups	X
Frequencies of contact analysis	X
Most frequent LEP contacts	X
Boardings	X
Public meetings/hearings	X
Public notifications	X
Publications	X
Customer Service	X
Community organization representative review	X
Community organization partnerships/joint efforts	X
LEP research	X
Constituent (face-to-face, focus groups, survey, interviews)	X
Oral language interpreters	X
III. Importance of Service/Benefit	
Critical service analysis	X
Transportation information	X
Public notification	X
LEP gap analysis	X
Impact of shortcomings	X
IV. Resources Available and Costs	
Reasonable step analysis	X
Cost/benefit analysis	X
Inventory of language assistance measures	X
Sufficient allocation of resources	X
Program deficiency analysis	X
Future funding/budget requirements	X
Similar industry/agency review	X
Other available LEP services	X
Identification of bilingual staff (interpreters, translators)	X
Translation of vital documents	X
Telephonic interpretation	X
Evaluation/monitoring	X
Establish Feedback Process	X
Obtain Community Member/Staff Feedback	X
Conduct Internal Monitoring	X
Make Changes Based on Feedback Received	X
Consideration of New Language Assistance Needs	X

Needs Assessment

The following assessment is based on the FTA's Four-Factor framework.

Factor 1 – Number and Proportion of LEP Persons Served by Metro

> Metro's service area is among the most diverse in the nation. The U.S. Census Bureau indicates that a language other than English is spoken in 54% of the homes in Los Angeles County. According to the Los Angeles Unified School District, 91 different languages are spoken by children attending their schools.

> LEP Demographics Overview

B Ethnicity	# of Passengers	% of Metro Boardings	LEP % of Metro Boardings	LEP % of Ethnicity
White	174,900	11.0%		
English Only	144,149			
Other Language	30,751			
English Proficient	28,661			
English LEP	2,090		0.3%	2.9%
Hispanic	945,800	62.0%		
English Only	154,484			
Other Language	831,316			
English Proficient	536,146			
English LEP	275,170		17.3%	27.9%
Black	270,300	17.0%		
English Only	248,855			
Other Language	21,445			
English Proficient	18,461			
English LEP	2,984		0.2%	1.1%
Asian/Pacific Islander	111,300	7.0%		
English Only	20,214			
Other Language	91,086			
English Proficient	67,927			
English LEP	23,159		1.5%	20.8%
Other	47,700	3.0%		
English Only	27,957			
Other Language	19,743			
English Proficient	16,490			
English LEP	3,253		0.2%	6.8%
Total	1,592,000	100.0%	19.5%	

Source: U.S. Census 2000
 Metro Customer Satisfaction Survey – Fall 2006
 Metro Daily Ridership – September and October 2006

Needs Assessment (continued)

Factor 2 – LEP Persons Utilization of Metro Programs, Activities, and Services

- > Staff experience over the past 10 years with walk-in customers at Metro's Customer Centers and at scores of public meetings throughout the County has revealed that the languages in which assistance is most frequently requested by Metro's riders and community stakeholders are Spanish and Korean, with a far smaller incidence of Chinese, Tagalog and Vietnamese.

Factor 3 – Importance to LEP Persons of Metro Programs, Activities, and Services

- > Providing public transportation access to LEP person is crucial. An LEP person's inability to effectively utilize public transportation may adversely affect his or her ability to obtain health care, education, or access to employment. Therefore, Metro is committed to provide information about its services to people with Limited English Proficiency.

Factor 4 – Resources Available to Metro and Their Cost

- > All LEP program costs are included in individual departmental budgets. If new initiatives are identified or deficiencies found, costs of new programs will be included in the next year's fiscal budget and the programs funded as necessary.

Implementation

Task 1 – Identify LEP individuals who need language assistance

- > Surveys indicate that the ethnic background of Metro's riders is as follows:
 - Black: 17%
 - White: 11%
 - Latino: 62%
 - Asian/Pacific Islander: 7%
 - Other: 4%
- > All Metro surveys and U.S. census data clearly indicate that Spanish is the predominant language spoken by LEP persons in the area; Spanish speakers who speak English less than "very well" reside in 47% of homes in Los Angeles County. In addition, findings show that 76% of Los Angeles County's LEP population speak Spanish and 89% of Metro's LEP riders speak Spanish.
- > Further outreach to the community indicates that there are notable areas throughout the county in which LEP persons are most comfortable in Korean, Chinese, Tagalog, Armenian, Vietnamese and Cambodian.
- > Los Angeles County Primary Languages

Primary Language	% of County Population
English	45.9%
Spanish	37.9%
Chinese	3.3%
Tagalog	2.2%
Korean	1.9%
Armenian	1.6%
Vietnamese	0.8%
Persian	0.8%
Japanese	0.7%
Russian	0.5%
Total	100.0%

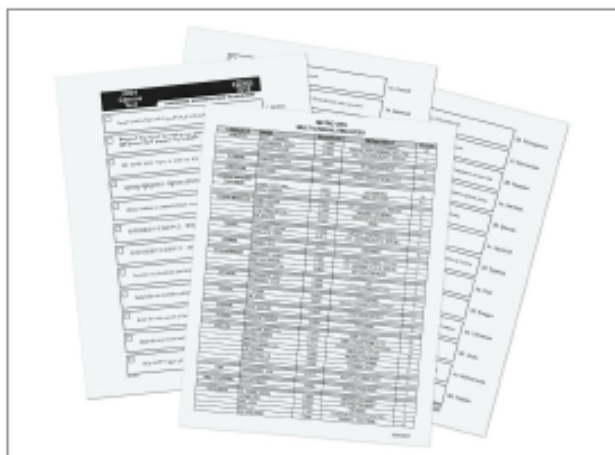
Source: U.S. Census 2000

Implementation (continued)

Task 2 – Identify ways language assistance will be provided

Metro is committed to taking reasonable steps to ensure that its LEP users have meaningful access to its services by assessing and reevaluating language needs on an on-going basis, providing training to its customer service employees regarding interacting with LEP persons and providing translation services for LEP persons.

- > Based on the assessed needs of LEP persons in its service area, Metro produces virtually all of its communications materials in English and Spanish, and provides core materials about its services and activities on a regular and ongoing basis in Armenian, Cambodian, Chinese, Japanese, Korean, Russian, Tagalog, Thai and Vietnamese, as well as in Spanish and English. At public and community meetings, interpreters are provided if requested in advance, on an as-needed basis. Customers or members of the public, needing additional language assistance may write to or visit One Gateway Plaza, Los Angeles, California, 90012 and an interpreter will be provided.
- > Department staff is sensitive to the diverse population we serve and extend service accordingly to assist LEP customers. Our Centrex Operators and Passenger Service Representatives are located on the Plaza level of the Gateway Building and are the first point of contact for these walk-in customers. There are several agents who speak Spanish and are readily available to assist those customers. However, if it is not clear what language the customer is speaking, the staff utilizes a reference language sheet that requests the person to "point" to the language he or she speaks. Once that is established, the agent refers to the "Metro USG Multi-Lingual Employee" listing and calls one of our employees, who come down to help the customer. In addition, bilingual Metro Pocket Guides are given to the customer for future reference. Both the language reference sheet and the pocket guides are written in the ten languages that have been identified by the U.S. Census and other data to be the languages with the highest LEP concentrations in Metro's service area.



TASK 2

Implementation (continued)

The following pages provide examples of Metro's means for assisting persons of limited English proficiency through written materials as detailed below, as well as oral language assistance and community outreach.

1. Produce all printed brochures regarding Metro service in English and Spanish.
2. Produce all interior bus car cards regarding Metro service in English and Spanish.
3. Produce printed brochures regarding area-specific issues in additional languages as warranted (i.e., for distribution in Chinatown and Koreatown).
4. Produce interior bus car cards regarding area-specific issues in additional languages as warranted (i.e., for distribution in Chinatown and Koreatown).
5. Publish Metro Briefs ads highlighting news and issues in foreign language newspapers representing every language for which newspapers are published in Los Angeles County (Current publications are in Armenian, Cambodian, Chinese, Japanese, Korean, Russian, Spanish, Thai).
6. Publish Metro Pocket Guides in English plus 10 other languages (Armenian, Cambodian, Chinese, Japanese, Korean, Russian, Spanish, Tagalog, Thai, Vietnamese), covering basic "how to use" and fare information for the Metro system, for distribution at Customer Centers, community events, through the LA Convention and Visitors Bureau and other outlets as available. Update annually.
7. Distribute any Fare Change information in English plus 10 other languages at public meetings and on metro.net website (Armenian, Cambodian, Chinese, Japanese, Korean, Russian, Spanish, Tagalog, Thai, Vietnamese).
8. Present all Transit TV video messages (regarding safety, new services, destinations, discounts, etc.) in English and Spanish.
9. Publish all press releases on metro.net in English and Spanish.

TASK 2 – WRITTEN LANGUAGE ASSISTANCE

How to Ride Brochures

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



Fare Payment Instructions

English, Spanish



System Maps & Timetables

English, Spanish



Limited English Proficiency

metro.net

Guía para viajar en Metro Bus y Metro Rail

Julio de 2010



Planeando su viaje

Llame al 1.800.266.6883 o al 323.466.3876, los números de teléfono del sistema de Metro para información sobre todos los servicios de transporte del condado de Los Angeles.

- > Dígame al repres entante de atención al cliente cuál es su punto de partida, a dónde desea ir y el día y hora que desea viajar. Le informarán en qué línea de autobús o tren debe viajar y dónde puede tomarla.
- > También puede obtener itinerarios personalizados las 24 horas del día en nuestro planeador de viajes, **Trip Planner** en *metro.net*.

Pagando su pasaje

La manera más sencilla para pagar su pasaje es con efectivo cada vez que suba a un autobús o tren. También puede comprar transbordos entre líneas operadas por Metro y otras agencias de transporte. Por favor consulte la tabla de pasajes abajo.

- > Los conductores de autobuses de Metro no llevan cambio. Por favor tenga lista la cantidad exacta del pasaje cuando suba a bordo.
- > Dos niños menores de 5 años pueden viajar gratis por cada adulto que pague su pasaje de autobús o tren.
- > Compre su boleto antes de subir en Metro Rail y Metro Orange Line en las máquinas vendedoras de boletos (vea la página 7).

Las horas para obtener información de Metro

Lunes a viernes	6:30 am – 7 pm
Sábado y domingo	8 am – 4:30 pm

Nuestros representantes también pueden enviarle por correo un horario que incluye las horas de servicio de su línea de autobús o tren. Horarios también están disponibles en línea en *metro.net*.

Las mejores horas para llamar:

Lunes a viernes	11 am – 3 pm
Sábado y domingo	10 am – 3 pm

	Regular	Personas mayores/ Discapacitadas/ con Medicare*
Pasaje básico Requerido para cada abordaje	\$1.50	\$0.55
Transbordo de Metro-a-Muni Requerido para transbordar a las líneas municipales; no es válido en los autobuses de Metro y Metro Rail	\$0.35	\$0.10
Tarifa adicional para Servicio Express por autopistas (para rutas de autobús por autopistas solamente)	Zona 1 \$0.70 Zona 2 \$1.40	\$0.30 \$0.60
Tarifa básica de horas no pico para personas mayores de 62 años/discapacitadas Entre semana de 9 am – 3 pm y de 7 pm – 5 am Todo el día durante los fines de semana y días feriados oficiales.	—	\$0.25
Metro Day Pass Válido hasta las 3 de la mañana el día siguiente. Una tarjeta TAP es requerida para compras a bordo los autobuses; vea la página 6. Se pueden aplicar tarifas adicionales por zona en algunas líneas.	\$6.00	\$1.80

Advertencia: Falta de pagar el pasaje correspondiente es una violación de la sección 640 del Código Penal y puede ser castigada con una multa de hasta \$250 y 48 horas de servicio público.

Está prohibido fumar, comer y tomar bebidas en los autobuses de Metro y en los trenes y las estaciones de Metro Rail.

*Consulte los requisitos de elegibilidad en la página 5.

Maneras de ahorrar

Los pases pagados por adelantado pueden ahorrarle tiempo y dinero. Aceptados como pasaje básico, se venden por adelantado para agregar a las tarjetas TAP (vea la página 6) en los Centros para Clientes de Metro y en cientos de locales, incluyendo ACE Cash Express, Continental Currency Services, Inc., Nix Check Cashing, Ralphs (locales selectos) y Pay It Back Check Cashing. En estos locales también se venden fichas, en bolsas de diez, para pasajes básicos. Para un directorio completo de los centros de venta de pases y fichas de Metro, visite metro.net.

Pase semanal	\$20
Pase mensual	\$75
Sellos para Freeway Express Solamente para autobús; máximo de 2 zonas	\$22 por zona
Pase de EZ transit Válido para viajes en autobuses de Metro, Metro Rail y varios otros servicios de transporte	\$84
Sello de EZ Premium Solo se puede pegar en los pases de EZ transit	\$22 por zona
Fichas Válido para un pasaje de ida; se venden en bolsas de 10 por \$15	\$1.50

Consejos para ahorrar dinero

El costo de un pase normalmente es más económico que pagar el pasaje básico de \$1.50. La siguiente tabla le ayudará a encontrar los pases más económicos que cubran sus necesidades de transporte.

Si usted compra un:	Ahorrrá dinero:
Day Pass (\$6)	después de 4 abordajes por día
Pase semanal (\$22)	después de 14 abordajes por semana
Pase mensual (\$75)	después de 50 abordajes por mes

Ofertas para pases reducidos especiales

Los programas de pasajes reducidos permiten que personas que reúnen los requisitos obtengan tarjetas TAP especiales y compren pases mensuales a precios reducidos.

> Solicitudes para estas tarjetas están disponibles en los Centros para Clientes de Metro y por Internet en metro.net. Cuando llene su solicitud la puede enviar a Metro Reduced Fare Office, someter en cualquier Centro para Clientes de Metro o enviarla al TAP Service Center como se especifica en cada solicitud.

Pase mensual para personas mayores/ discapacitadas/con Medicare	\$14
Pase de EZ transit para personas mayores/ discapacitadas/con Medicare	\$35
Sello de EZ Premium para personas mayores/discapacitadas/con Medicare	\$9.50 por zona

Para obtener una tarjeta TAP para personas mayores debe tener 62 años o más. Solicitudes sometidas deben incluir una foto y un comprobante de edad.

Para obtener una tarjeta TAP para discapacitados de LACTOA necesita comprobante de elegibilidad o una tarjeta de Medicare. Solicitudes sometidas deben incluir una foto, documentación requerida y un pago de dos dólares para procesamiento.

Pase mensual para estudiante de universidad/escuela vocacional	\$36
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Para recibir una tarjeta TAP para estudiante de colegio/escuela vocacional, comprobante de elegibilidad es requerido. Solicitudes sometidas deben incluir una foto, documentación requerida y un pago de un dólar para procesamiento. Algunos colegios ofrecen tarifas de grupo especiales; consulte con su colegio para detalles.

Pase mensual para estudiante (grados kinder a 8 y 9 a 12)	\$24
----------------------------------------------------------------------	-------------

Para recibir una tarjeta TAP para estudiante de grados kinder a 12, someta una solicitud con documentación requerida. Estudiantes en grados 9 a 12 tienen que incluir una identificación con foto válida o identificación de su escuela para comprar su pase y cuando viajen usando su tarjeta TAP para estudiante.

Instrucciones y requerimientos están detallados en cada solicitud. Para información adicional sobre programas de tarifas reducidas, llame a la oficina de tarifas reducidas de Metro al 213.680.0054

No hay tarifas por zonas con las personas que tienen un pase de Metro de las categorías de arriba (a excepción del pase de EZ transit).

TAP

Todos los pases de Metro son agregados a tarjetas TAP, tarjetas de plástico durables con un chip electrónico dentro de ellas, que puede usar una y otra vez.

- > Obtenga por \$2 su tarjeta la primera vez que compre un pase. Guárdela y agréguele nuevamente a la misma tarjeta cada vez que compre un pase.

(Vea la página 5 para más información sobre tarjetas TAP especiales con tarifas reducidas).

Cómo usar TAP

- > **En autobuses de Metro:** Simplemente toque su tarjeta al sello de TAP en la máquina para pasaje. Un sonido "bip" y un mensaje mostrarán al conductor del autobús que su tarjeta es válida. Recuerde que debe tocar su tarjeta al sello de TAP cada vez que sube a bordo; no sólo debe enseñársela al conductor del autobús.
- > **En Metro Rail y Metro Orange Line:** Ubique el validador camino a la plataforma y toque su tarjeta TAP al sello de TAP. Recuerde que debe tocar su tarjeta al sello de TAP antes de abordar; no es válida a menos que lo haga.
- > Algunas estaciones de Metro Rail tienen torniquetes. En estas estaciones, toque su tarjeta TAP al validador al lado derecho del torniquete antes de pasar.

Si su viaje requiere que viaje en más de un tren (por ejemplo, cambiar de Metro Red Line a Metro Blue Line), debe tocar su tarjeta al validador otra vez en la estación donde cambia de tren. Siempre tenga su tarjeta TAP a la mano ya que los inspectores de pasajes con validadores portátiles podrían pedirle que verifique que ha tocado su tarjeta al sello.

No agregarle un pase válido a su tarjeta TAP o no tocar su tarjeta TAP al sello en el validador de estaciones o en la máquina de pasajes en autobuses podría resultar en una multa de \$250.

Cómo comprar un Day Pass en un autobús

Cuando aborde, pídale al conductor del autobús un Day Pass. Inserte su dinero y espere a que el conductor presione el botón para la transacción. Luego toque su tarjeta al sello de TAP de la máquina para pasajes para agregar el Day Pass a su tarjeta TAP. *Nota: Usted debe tener una tarjeta TAP antes de abordar para comprar un Day Pass; las tarjetas no están disponibles a bordo.*

Cómo agregarle a la tarjeta

Puede agregarle a su tarjeta TAP en los Centros para Clientes de Metro, las máquinas vendedoras de boletos de Metro Rail y Metro Orange Line o por Internet en taptogo.net.

Para obtener más información sobre TAP, visite metro.net.

Máquinas de boletos en las estaciones

Puede comprar boletos de ida o agregarle pases a su tarjeta TAP en las máquinas vendedoras de boletos que se encuentran en todas las estaciones de Metro Rail y Metro Orange Line.

- 1 El primer paso es elegir una opción de pasaje: **Viaje de ida**, para abordar una vez a una sola línea; **Day Pass**, para viajar durante todo un día a bordo de todas las líneas de autobús de Metro y Metro Rail; o el transbordo de **Metro a Muni** para transbordos a un autobús de conexión que no sea de Metro.

Asegurese de seleccionar la opción de persona mayor/discapacitada/con Medicare si tiene comprobante válido.

- 2 Ahora inserta su pago (billetes, monedas, fichas o tarjetas de crédito o débito). Recibirá el boleto junto con su cambio, si lo hubiera. Un boleto de ida es válido para un abordaje en cualquier dirección de la estación donde lo compro para una línea solamente hasta un máximo de dos horas a partir de la hora en que se compró. **AVISO: Los boletos de ida no serán válidos para transbordar a las otras líneas. Se debe comprar otro boleto cuando cambie a otra línea.**

Un Metro Day Pass es válido para todas las líneas de autobuses de Metro o Metro Rail el día que se compro hasta las 3 de la mañana el día siguiente. Se pueden aplicar tarifas adicionales por zona en algunas líneas.

- 3 Si tiene una tarjeta TAP, le puede agregar en cualquier máquina vendedora de boletos. Siga las instrucciones en la máquina o consulte la página oficial de TAP por Internet en taptogo.net.

Los inspectores de pasajes pueden verificar que usuarios tengan boletos o pases válidos al azar. Si no puede mostrar una prueba de pago, los inspectores pueden darle una multa.

Subiendo y bajando del autobús de Metro

Para tomar un autobús

- > Llegue a su parada de autobús de cinco a diez minutos antes de la hora que quiere abordar. Espere en la vereda cerca al letrero de autobús, alejado del borde.
- > Lea el letrero ubicado sobre el parabrisas del autobús para ver el número de ruta y el destino. Verifique el letrero inmediatamente antes de subir al autobús porque a veces los autobuses pueden cambiar de ruta.
- > Señale con la mano al conductor para que se detenga. Espere hasta que el autobús se detenga completamente y abra la puerta completamente antes de subir.

Para bajar del autobús

- > Esté atento cuando esté llegando a su lugar de destino. Si no está familiarizado con el área, pídale al conductor que le avise en voz alta cuando llegue a su parada.
- > Aproximadamente una cuadra antes de su parada, indíquele al conductor que desea bajar del autobús oprimiendo el botón que dice STOP o jalando la cuerda que se encuentra entre las ventanas para activar el timbre.
- > Siempre que sea posible, por favor salga por la puerta trasera del autobús. Esto acelera la subida al autobús de los nuevos pasajeros.
- > Por último, siempre mire alrededor de su asiento para asegurarse de llevar sus pertenencias y ¡no se le olvide su bicicleta si usó los portabicicletas!



Llege con toda seguridad

Seguridad general

- > Nunca corra detrás o junto a un tren o autobús en movimiento.
- > No juegue cerca de los autobuses, trenes o vías; empujar a alguien puede causar un accidente.
- > Cuidado con los autobuses y trenes viajando en ambas direcciones.
- > Tome de la mano a sus niños cuando se aproxime un autobús o tren.
- > Espere a que el vehículo se detenga completamente antes de intentar acercarse.
- > Espere a que los pasajeros salgan y después aborde.
- > Tenga cuidado dónde pisa, especialmente por la noche o en la lluvia.
- > Tome asiento si es posible; siempre use los pasamanos.
- > Ofrezca asientos de prioridad a personas mayores/ discapacitadas.
- > Esté listo para salir pronto cuando llegue a su parada.
- > Hágase a un lado después de salir.

Consejos para el autobús

- > Espere en la vereda lejos del borde, no en o cerca de la calle.
- > Cuando use los portabicicletas, permanezca siempre a la vista del conductor.
- > Avise al conductor antes de desmontar su bicicleta del portabicicletas y salga por la puerta delantera.
- > Cuando esté de pie, permanezca detrás de la línea amarilla, no en los escalones.
- > Mantenga todas las partes de su cuerpo dentro del autobús.
- > Salga por las puertas traseras siempre que sea posible.
- > Si se le cae algo al salir, déjelo en el suelo hasta que el autobús se aleje.

Consejos para el tren

- > Permanezca lejos del borde del andén.
- > No patine o use su bicicleta sobre el andén, las escaleras o las escaleras eléctricas.
- > Tenga cuidado con el espacio entre el borde del andén y el tren.
- > No se apoye contra las puertas del tren; mantenga sus manos alejadas.
- > Nunca se trepe a los vagones del tren por fuera o camine sobre las vías.
- > Mire hacia ambos lados antes de cruzar las vías.

Usuarios con discapacidades son bienvenidos

Metro apoya completamente las necesidades de las personas con discapacidades al garantizar que todas las líneas de autobuses están equipadas con ascensores para sillas de ruedas o rampas. El sistema de trenes cumple con las normas ADA para todos los usuarios. Metro ofrece pasajes a precios reducidos a usuarios con discapacidades (vea la página 5). Además, usuarios con tarjetas vigentes de identificación de "Access Services" pueden usar los autobuses de Metro y Metro Rail gratis.

Para asistir aún más a aquellas personas con impedimentos visuales, Metro ofrece "Metro Flash Books," libros en sistema Braille y de letra grande para señalar al autobús correcto. Para más información, llame al 213.922.7023.

Metro es la fuente principal de recursos económicos de Access Services Incorporated, el servicio de transporte ADA requerido por la legislación federal que brinda viajes solicitados por teléfono para personas discapacitadas. Este servicio se ofrece a las personas cuyas discapacidades les impiden independientemente utilizar los servicios de autobuses o trenes. Es similar a un servicio de ruta fija y brinda un servicio de punto a punto. Los viajes necesitan ser programados al menos con un día de anticipación. Si desea más información, por favor llame a Access Services Incorporated al 1.800.827.0829.



Siempre esté alerta

Para Metro, su seguridad es la mayor prioridad. Tomamos todas las precauciones para hacer que su viaje sea seguro. Pero los verdaderos ojos y oídos del sistema son USTEDES MISMOS.

Puede ayudar de la siguiente manera:

> Esté alerta

Si alguien que viaja cerca a usted olvida un objeto personal, avísele para que lo lleve con él.

> Esté informado

Conozca la ubicación de los teléfonos de emergencia de la estación y memorice el número de seguridad de Metro: 1.888.950.7233.

> Esté atento

Reporte inmediatamente al personal del Sheriff o de Metro cualquier comportamiento sospechoso, personas en áreas no autorizadas o paquetes desatendidos.

Cómo reportar un problema de seguridad:

> **En un autobús.** Notifique al conductor inmediatamente.

> **En un tren.** Use el interfono ubicado en cada vagón para informar al conductor. Por lo general, interfonos están ubicados cerca de las puertas en cada orilla del vagón.

> **En las estaciones de tren.** Use el interfono cerca de las máquinas vendedoras de boletos o en los andenes en estaciones subterráneas.



How to Ride Metro 如何搭乘 Metro 交通工具

1 Plan Your Trip

Here's where to find schedule, information on Metro Rail, Metro Local, Metro Rapid, Metro Express and Metro Liner service.

On the web:

Use the Metro Trip Planner at metro.net

By telephone:

Call 1.800.COMMUTE or 323.951.METRO

With maps and timetables:

Available on board Metro buses and trains, at Customer Centers and stations, and online

Helpful contacts:

Security	1.866.950.SAFE (72331)
Passenger Relations	1.213.922.6235
Lost and Found	1.323.937.6929
Wheelchair Lift Hotline	1.800.421.7928
Hearing-Impaired Hotline	1.800.252.9040 (TDD)
Reduced Fare Office	1.213.922.6064
TAP Service Center	1.844.TAP1000 (8457.6444)
Carpool/Vanpool	1.213.922.2811

2 Pay Your Fare

In stations, select an option from the ticket vending machine:

- **One-way** for a single boarding on a single line
- **Day Pass** for all day travel on Metro bus and rail lines
- **Metro-to-Muni Transfer** for transfer to a non-Metro connecting bus
- **Select the Senior/Disabled/Medicare** option if you have valid proof of status
- **Two children under age 5** may travel free with each fare-paying adult on bus or rail

On buses:

- Pay cash as you board
- If you have a pre-paid pass on a TAP card, tap the target on the farebox

Using TAP cards:

- Monthly, Weekly or Day passes are available on TAP
- Purchase a Metro pass and load it onto your re-usable TAP card (available at Metro Customer Centers)
- TAP the turnstile or validator target at stations or the fareboxes on buses

3 Hop on Board

After paying your fare, keep your ticket or TAP card handy for fare inspectors, who perform random checks.

Tips for a safe ride:

- Hold children when trains approach
- Wait for the vehicle to stop, allow passengers to exit, then board
- Sit if possible; use handrails and handholds
- Offer your seat to senior/disabled riders
- Be ready at your stop; check for your belongings

Riders with disabilities:

Metro fully supports the needs of the disabled community by ensuring that all bus lines are accessible through bus lifts or ramps. Metro Rail is ADA-compliant for all passengers.

Taking bicycles:

Look for the designated areas on trains to accommodate bicycles and stroller items. Metro buses are equipped with two bike racks; if full, please wait for the next bus.

Title VI Policy

Metro is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin. For complete information check metro.net.

1 計劃行程

請透過以下途徑瞭解有關 Metro Rail、Metro Local、Metro Rapid、Metro Express 及 Metro Liner 服務的班期資訊。

網路查詢：

使用 metro.net 上的 Metro Trip Planner

電話：

撥打 1.800.COMMUTE 或 323.951.METRO

地圖查詢資訊：

Metro 公車和列車上、客戶服務中心和車站以及網上均有提供

有用的聯絡電話：

安妥	1.866.950.SAFE (72331)
乘客服務	1.213.922.6235
失物招領	1.323.937.6929
輪椅升降平台熱線	1.800.421.7928
聽障熱線	1.800.252.9040 (TDD)
減價折扣辦公室	1.213.922.6064
TAP 服務中心	1.844.TAP1000 (8457.6444)
小轎車/共乘/中轎車共乘	1.213.922.2811

2 支付車費

在站內，從自動售票機選擇以下選項之一：

- **One-way (單程)**，單次乘坐單一線路
- **Day Pass (一日通行)**，全日乘坐 Metro 公車和地鐵線路
- **Metro-to-Muni Transfer (Metro 到 Muni 轉乘)**，轉乘非 Metro 經營公車
- 若您持有有效的身份證件，請選擇 **Senior/Disabled/Medicare (老人/殘障人士/ Medicare)** 選項
- **Two children under age 5 (兩名 5 歲以下兒童)**，公車或地鐵上的每位隨行人員，可免費攜帶兩名 5 歲以下的兒童

在公車上：

- 上車時支付現金
- 若您有 TAP 卡上有預先儲蓄，在投幣箱上輕觸指定區域

使用 TAP 卡：

- TAP 上可搭乘每月、每週或當日通行證
- 購買 Metro 通行證並將其插入您的可再用 TAP 卡 (Metro 客戶服務中心有售)
- 用 TAP 卡輕觸站台的十字轉門或有感應區域即可，或公車上的投幣箱

3 上車

支付車費之後，保留好車票或 TAP 卡，以便驗票員隨機查驗。

安全攜帶小孩：

- 在車廂內或月台看管好孩子
- 等待車輛停止，讓乘客下車，然後再上車
- 如有座位，則坐好，抓緊扶手和欄杆
- 給老人/殘障人士讓座
- 快到站時準備好，檢查隨身物品

協助乘客

確保確保所有公車都配備升降平台或斜坡板。Metro 充分支援殘障人士的需要。Metro Rail 符合美國殘障法案 (ADA)。

攜帶自行車

尋找列車上專供自行車和大型物品指定區域。Metro 公車配備兩個自行車架，若兩個車架均已裝滿，請等下一輛公車。

平等政策


Metro 致力於確保不因種族、膚色或國籍拒絕或拒絕任何人享受其服務之權利。請洽 metro.net 查詢詳細資訊。




California Department of Transportation ADA, DBE & Title VI Compliance Review

Metro is one of the nation's largest public transportation agencies. We can take you just about anywhere in LA County.


GO METRO




Metro Bus
Our buses travel most major streets in the county, offering different types of service. Metro Local routes stop about every two blocks and are painted orange (some are white with orange stripes). Metro Rapid routes are faster, because they stop only at major intersections; they are painted red. Metro Express routes travel long distances on freeways and make very few stops; they are painted blue.



Metro Rail
The Metro Blue, Green, Red, Purple and Gold lines comprise Metro Rail. There are a total of 70 stations in the system, each offering many bus connections.



Metro Orange Line
The Metro Orange Line is a bus-only transitway running east and west across the San Fernando Valley between North Hollywood and Warner Center. Vehicles on this line are painted silver and called Metro Liners; they stop at 14 stations, operating very much like Metro Rail trains. Many bus connections are available at each station.



Other Carriers
Many local cities operate additional bus service in their areas. Please note that these carriers have different fare structures than Metro.

For information, call 1.800.COMMUTE, 323.GO.METRO or check metro.net.

CASH FARES	PRE-PAID PASSES	DAY PASSES	HOURS	RIDING TIPS
<p>Regular: One-Way (each boarding): \$1.50</p> <p>Senior/Disabled/Medicare: One-Way (each boarding): 55¢</p> <p>Senior 62+/Disabled Off-Peak: One-Way (each boarding): 25¢</p> <p>Bus drivers don't carry change, so you'll need exact fare. You can also pay at the self-service ticket machines in Metro Rail and Metro Orange Line stations.</p> <p>Two children under age 5 may travel free with each fare-paying adult.</p> <p>Eating and drinking is not permitted on board.</p>	<p>Metro has a variety of passes good for unlimited travel; all are sold on IAP cards and must be purchased in advance. TAP is a durable plastic card you can use again and again.</p> <p>Weekly Pass - \$20 Monthly Pass - \$75</p> <p>EZ transit pass - \$84 (good on Metro plus many other carriers)</p> <p>Senior, Disabled and Student Discounts are available. For eligibility requirements and a complete directory of sales outlets, call 1.800.COMMUTE or 323.GO.METRO or check metro.net.</p>	<p>Metro offers a Day Pass good for local travel on buses and trains all day. A Regular Day Pass costs \$6; Senior/Disabled/Medicare is \$1.80</p> <p>Note that you must have a TAP card before boarding to buy a Day Pass on a bus; cards are not available on board. For information on obtaining a TAP card, call 1.800.COMMUTE or 323.GO.METRO or check metro.net.</p> <p>Day Passes also may be purchased from self-service ticket machines at Metro Rail and Metro Orange Line Stations.</p>	<p>Most Metro bus and rail lines start around 4am and keep running until about midnight.</p> <p>They're less frequent in the late evening and on weekends, so check the timetables at metro.net to be sure.</p>	<ul style="list-style-type: none"> > Arrive at your stop or station early > Stand back from the street or platform edge > Wave to the bus operator to stop > Wait for exiting passengers to leave, then board > Passengers using wheelchairs can ask for the operator's assistance to board and secure a spot on the bus > Secure your personal belongings > Please do not eat, drink, smoke or play loud music > Be alert while traveling and report any unusual activities by calling 888.950.SAFE (7233) > Please be ready to exit when you arrive at your stop > Make sure you have your belongings with you and exit using the rear door

Metro – одна из крупнейших организаций общественного транспорта. Мы можем доставить вас практически в любую точку округа Лос-Анджелес

Как спланировать поездку

Чтобы выбрать наиболее оптимальный для вас маршрут, воспользуйтесь Trip Planner на сайте metro.net или позвоните нам по бесплатной линии 1.800.266.6883 или 323.GO.METRO

ПОЛЬЗУЙТЕСЬ МЕТРО

Автобусы Metro
Маршруты наших автобусов проходят по большинству главных улиц, улиц, пассажирских и деловых районов разных видов обслуживания. Местные автобусы, которые называются Metro Local, делают остановки через каждые два квартала и окрашены в оранжевый цвет (некоторые в белый с оранжевыми полосами). Скоростные автобусы, которые называются Metro Rapid, быстрее, так как они останавливаются только на главных улицах или с остановками в красной зоне. Экспресс-автобусы, которые называются Metro Express, отправляются на большие расстояния по скоростным автомагистралям и делают мало остановок; они окрашены в синий цвет.

Gold Line. В общей сложности она включает в себя 70 станций, каждая из которых имеет собственную остановочную платформу. Линия Metro Orange Line - специальная автобусная дорога, которая с востока на запад через Сан-Фернандо-Вэлли между North Hollywood и Warner Center. Автобусы этой линии окрашены в серебристый цвет и называются Metro Liners; они останавливаются на 14 станциях линии и работают примерно также, как поезда Metro Rail. На каждой станции можно пересечь на автобусы других маршрутов.

Другие автобусные компании
Многие города имеют свои автобусные линии. Пожалуйста, обратите внимание на то, что в этих системах действует структура тарифов, отличная от структуры Metro. За справками обращайтесь по номеру 1.800.266.6883 323.GO.METRO или посетите веб-сайт metro.net

Поезда Metro Rail
Система Metro Rail представлена линиями: Silver - Metro Blue Line, Green - Metro Green Line, Красная - Metro Red Line, Пурпурная - Metro Purple Line и Золотая - Pasadena

НАЛИЧНАЯ ОПЛАТА ПРОВОЗДА

Обычные пассажирские тарифы:
Проезд в один конец (каждый поезд): \$1.50

Льготные тарифы для пожилых людей/инвалидов/участников программы Medicare:
Проезд в один конец (каждый поезд): 55¢

Базовый тариф для лиц пожилого возраста от 62 лет и старше и инвалидов на поездки до 1 месяца в месяц:
Проезд в один конец (каждый поезд): 25¢

У водителей автобусов нет сдачи, поэтому вам понадобится точная сумма стоимости проезда. Вы также можете оплатить проезд на самообслуживаемых автоматах по проездным билетам на станциях Metro Rail и Metro Orange Line.

Пример бесплатного проезда: уступит двое детей в возрасте до 5 лет с каждым взрослым, оплачивающим свой проезд.

Принимать плату и сдачу в салоне не разрешается.

ПРЕДОПЛАЧЕННЫЙ ПРОЕЗД

Metro предлагает различные проездные для неограниченного количества поездок, которые проводятся в виде пластиковых карт. TAP и должны быть приобретены заранее. Карточка TAP достаточно прочная и пригодна для многократного использования.

Weekly Pass (проездной на неделю): \$20
Monthly Pass (проездной на месяц): \$75

Проездной EZ (проездной EZ transit): \$84 (действует в Metro и других транспортных системах)

Лица пожилого возраста, инвалиды и студенты предоставляются по льготным тарифам. Более подробная информация о требованиях для получения этих льгот и полный перечень адресов торговых точек можно узнать, позвонив по номеру 1.800.COMMUTE или посетив на сайте metro.net.

ОДНОДНЕВНЫЕ ПРОЕЗДНЫЕ

Базовая стоимость проездного на день (Day Pass) составляет \$6. Для людей пожилого возраста, инвалидов и участников программы Medicare стоимость проездного на день (Day Pass) составляет \$1.80

Обратите внимание на то, что вы должны заранее иметь карточку TAP до посадки в автобус и приобрести проездной на день. Карточка TAP не продается в автобусах. Для более подробной информации о том как приобрести карточку TAP, позвоните по номеру 1.800.COMMUTE или 323.GO.METRO или посетите сайт metro.net.

Проездные на день (Day Pass) также могут быть приобретены самообслуживаемыми автоматами по продаже билетов на станциях Metro Rail и Metro Orange Line.

ЧАСЫ РАБОТЫ

Большинство автобусов и железнодорожных линий Metro отправляется около 4 часов утра и работает примерно до полуночи.

Число рейсов сокращается ближе к ночи и по выходным, поэтому проверяйте график на сайте metro.net, чтобы не было сюрпризов.

СОВЕТЫ ПО ПОЛЬЗОВАНИЮ ОБЩЕСТВЕННЫМ ТРАНСПОРТОМ

- > Подходите к остановке или станции заблаговременно
- > Не подходите близко к проезжей части или краю платформы
- > Сядьте или упритесь рукой в водители автобуса, чтобы он остановился
- > Прежде чем войти в салон, подождите, пока пассажиры выйдут
- > Пассажиры, пользующиеся инвалидной коляской, могут обратиться за помощью и водителем, чтобы подняться в салон и занять место
- > Следите за своими вещами и сумкой
- > Пожалуйста, не припаркивайте машину, не пейте, не курите и не слушайте музыку на большой громкости
- > Будьте вежливыми к транспорту и соблюдайте и любые дополнительные транспортные правила по номеру 888.950.SAFE (7233)
- > Пожалуйста, готовьтесь выключить заранее, когда транспортное средство приближается к остановке
- > Убедитесь, что вы не забыли и выключили через заднюю дверь

ВАЖНАЯ КОНТАКТНАЯ ИНФОРМАЦИЯ


Как пользоваться транспортным: 1.800.COMMUTE
Клиентская линия: 213.922.6235
Безопасность/ чрезвычайные ситуации: 1.888.950.7233
Горячая линия по вопросам инвалидности/ТДЦ: 1.800.621.7828
Горячая линия для лиц с нарушениями слуха (линия TDD): 1.800.252.9040
Противень и наезд: 323.937.8920

IMPORTANT CONTACTS

How to Ride: 1.800.COMMUTE
Customer Comments: 213.922.6235
Security/Emergencies: 1.888.950.SAFE
Wheelchair Lift Hotline: 1.800.621.7828
Hearing Impaired Hotline: 1.800.252.9040 (TDD)
Lost and Found: 323.937.8920

As of July 2010 Russian

Карманное руководство Metro pocket guide





Metro pocket guide

Metroն ԼԱ-ի մեծագույն շրջանում գտնվող ամենամեծ տրանսպորտային համակարգն է:

Մեծ մասամբ հարմար է օգտագործել և արագորեն ճանապարհորդել:

Մեծ մասամբ հարմար է օգտագործել և արագորեն ճանապարհորդել:

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Հարկային օգուտներ

Հարկային օգուտներ կապակցված են Metro-ի օգտագործման հետ:

Հարկային օգուտներ կապակցված են Metro-ի օգտագործման հետ:

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Հարկային օգուտներ կապակցված են Metro-ի օգտագործման հետ:

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Հարկային օգուտներ

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Metro Orange Line
un área de autobuses que viaja hacia el este y oeste a lo largo del Valle de San Fernando entre North Hollywood y Warner Center. Los vehículos en esta línea están pintados de color plateado y se les llaman Metro Lines; se detienen en 14 estaciones, ofreciendo muy rápidamente a los trenes de Metro Rail. En cada estación en contra muchos con otros de autobuses.




Metro Bus
Nuestros autobuses viajan por la mayoría de las calles o freeways del condado. Los rutas de Metro Local se detienen a lo largo de las rutas de Metro Rapid y Metro Rapid Plus (algunas son blancas con rayas amarillas). Las rutas de Metro Rapid Plus se detienen en los centros de negocios. Las rutas de Metro Local se detienen a lo largo de las calles o freeways del condado.




GO METRO

Metro Rail
Las líneas Blue, Green, Red, Purple y Gold constituyen al sistema Metro Rail. Hay un total de 62 estaciones en el sistema, cada una ofrece muchas conexiones de autobuses.



Otras agencias de transporte
Muchas ciudades locales dirigen servicios de autobús adicionales en su área. Por favor, tenga en cuenta que estas agencias de transporte tienen diferentes estructuras de tarifas a las de Metro.



CONTACTOS IMPORTANTES

Como Viajar:	1.800.266.6883
Comentarios del Cliente:	213.922.6235
Seguridad/emergencias:	1.888.950.7233
Para usuarios de sillas de ruedas:	1.800.621.7828
Línea de ayuda para personas con problemas de oído:	(TDD) 1.800.252.9040
Objetos perdidos:	323.937.8920

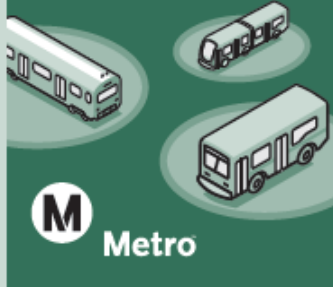
A partir de julio del 2007

Como planificar su viaje

Para planificar la mejor ruta para usted, visite nuestro Trip Planner en metro.net o llámenos al teléfono gratuito 1.800.266.6883.

Conado de Los Angeles.
cualquier lugar en el
lo podemos llevar a casi
Estados Unidos. Nosotros
público más grande en los
agendas de transporte
Metro es una de las

Guía de Metro para personas mayores



TARIFAS EN EFECTIVO

Pasajes para personas mayores, discapacitados o con Medicare:
Personas mayores pueden recibir sus pasajes en efectivo con descuento al presentar una tarjeta de Medicare y un documento de identificación con fotografía, u otro documento de identificación válido que pruebe que tienen por lo menos 62 años de edad (65 para la tarifa de horas no pico)
Pasaje de ida: 55¢
Tarifa básica de horas no pico (debe tener 65 años o más): 25¢ (entre semana 8am-3pm y 7pm-5am, todo el día durante los fines de semana y días feriados)
Metro Day Pass: \$1.80 (viajes ilimitados en casi todas las líneas de autobuses y trenes de Metro durante todo el día)
Tarifas por zona: 30¢ por zona (máximo de 2 zonas; personas mayores con un pase mensual de Metro no pagan tarifas de zona)
Trasbordo de Metro a Muni: 10¢ (requerido para trasbordo a líneas municipales; no es válido para Metro Bus o Metro Rail)

Compre su Day Pass cuando aborde cualquier autobús de Metro (los conductores no llevan cambio, así que usted necesitará la cantidad de dinero exacta), o en las máquinas vendedoras de boletos en las estaciones de Metro Rail y Metro Orange Line.

Por cada pasaje de adulto que pague, dos niños menores de 5 años pueden viajar gratis. No se permite comer o beber abordo.

PASES PRE-PAGADOS


Las personas mayores que tienen 62 años de edad o más son elegibles para comprar pases mensuales con descuento con una tarjeta de identificación para personas mayores de Metro. No hay cargo alguno para obtener la tarjeta pero usted debe presentar un documento de identificación que pruebe su edad y entregar una fotografía. Una vez que tenga su tarjeta, usted puede comprar un sello mensual de Metro (válido para todas las líneas de Metro) por \$14 o un pase EZ Transit (válido en Metro además de otras agencias de transporte) por \$35. Para información completa, llame a la Oficina de Tarifas Reducidas de Metro al 213.680.0054.

AVISO: Todas las tarifas para personas mayores también se aplican a los clientes discapacitados o con Medicare.

CONSEJOS PARA VIAJAR

- > Llegue temprano a su parada o estación
- > Párese alejado de la calle o el borde del andén
- > Verifique el letrero del autobús para asegurarse que el autobús que se está acercando es el que usted necesita tomar
- > Haga una señal con la mano para que el conductor se detenga
- > Espere que los otros usuarios salgan y después aborde
- > Los usuarios que requieren ayuda adicional pueden solicitar el uso de la rampa o ascensor del autobús y/o ayuda para abordar y tener un asiento en el autobús
- > Asegure sus pertenencias
- > Por favor, no coma, beba, fume o toque música con volumen alto
- > Manténgase alerta mientras viaja y reporte cualquier actividad sospechosa llamando al 888.950.7233
- > Está listo para salir cuando llegue a su parada
- > Asegúrese de tener todas sus pertenencias con usted y, si puede, salga utilizando la puerta posterior

HORARIOS



La mayoría de líneas de autobuses y trenes de Metro comienzan a funcionar alrededor de las 4 de la mañana hasta aproximadamente la medianoche.

El servicio es menos frecuente en las horas de la noche y durante los fines de semana, así que asegúrese y verifique los horarios en metro.net.

AVISO: Metro Rail y Metro Orange Line funcionan en el sistema de honor. No hay conductores para verificar pasajes ni reglas de ingreso. Pero los inspectores del Departamento del Sheriff de Los Angeles verifican al azar para ver que los usuarios tengan sus boletos o pases válidos. Puede que nunca verifiquen su pasaje; pero si sucede y usted no tiene un pasaje válido, el inspector de tarifas podrá emitir una multa.

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, C. Public Involvement Item Number: 17	Inquiry: 17. What processes are currently in place to ensure that LEP customers receive the same level of services as the English speaking customers?	
Response: Metro Briefs newspaper ads appear monthly in 7 languages, in approximately 100 newspapers throughout LA County, notifying customers of key information about Metro. Community Relations staff members assigned to communities request materials to notify the local public of involvement and input opportunities into Metro decision-making. Materials are prepared in English and the predominant language for those areas. Information about requesting interpreters for Metro-sponsored community meetings is also provided.		
Name of Person Responding: Yvonne Price	Job Title: Sr. Communications Officer	Phone Number: 213-922-4308
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, D. Hearings Item Number: 1	Inquiry: What statistics are kept on public hearing participation by race and gender?	
Response: We do not collect data about race and gender from public hearing participants, nor do we make or record any demographic assumptions based upon the appearance of participants. Public comments related to public hearings are made either in person at the public hearing, and/or communicated to Metro via phone, e-mail, or letter. At the public hearing, speakers must fill out a request to speak card. This card asks for the speakers for the speaker's name, and item or line numbers. In the past we have asked for the speakers address, but this was dropped some time ago. The same information is requested from people who comment apart from the actual hearing.		
Name of Person Responding: Jon Hillmer	Job Title: Transportation Manager	Phone Number: 213-922-6972
Attachment(s):		

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, D. Hearings Item Number: 2	Inquiry: Are minority group concerns addressed in a timely manner? Describe how	
Response: We do not categorize public comments by race or gender related to public hearing items. Here is a summary of the typical staff response process: <ul style="list-style-type: none"> All comments are recorded and analyzed by Metro planning staff. These are categorized by public hearing item. A speaker may comment on one, several or all of the bus lines proposed for modification. The first level of analysis is to determine and count if the speaker is for, against, or has an alternative suggestion for each item. These are added to all of the other comments received. A line change proposal may have 1 for the change, 5 against, and 2 with alternative recommendations. An example of this is shown in the following table "Tabulation of Public Comments." The second level of analysis would be to group the alternatives suggested from the public into similar groupings if possible. Planning staff then provides a response to suggested changes and finally develops an "alternatives considered" response which is included in the final report asking for approval of a set of modified staff recommendations. An example of this is found on the following two pages. 		
Name of Person Responding: Jon Hillmer	Job Title: Transportation Manager	Phone Number: 213-922-6972
Attachment(s): Tabulation of Public Comment Revised Staff Proposals (reflecting public input)		

TABULATION OF PUBLIC COMMENTS ON SGV PROPOSED SERVICE CHANGES FOR DEC. 2007 VIA MAIL, E-MAIL, PHONE, OR OTHER REMOTE MEANS																		
Name	Media	Date	W. Olympic/N. LA Rapid 728 Package				Garvey/Chavez Rapid 770 Package			Lincoln Park	Atlantic/Fair Oaks - Rapid 762 Package				Pasadena / Hollywood		Alternative Recommendations	
			28	83	84	328	70	370	770	252	260	262	361	762	780			
			Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No		
1 Wanda, Brian	e-mail	7/19/07									X	X	X					
2 Raymond, Dang	e-mail	7/25/07													X			
3 Hearing, Chet	e-mail	7/26/07			X				X								X	
4 Tovar, Jess	e-mail	8/2/07			X			X					X					
5 Wright, Jerad	e-mail	8/6/07											X	X			X	
6 Barragn, Luz	letter	7/31/07	X		X												X	
7 Mcfaden, Shelagh	e-mail	8/13/07													X		X	
8 Comstock, Jeffery	e-mail	8/13/07													X		X	
9 "JayJay1040"	e-mail	8/9/07	X	X	X		X		X	X	X			X			X	
10 Marin, Delia	e-mail	8/8/07											X				X	
11 Coleman, Dwayne	letter	8/13/07													X		X	
	Oppose		1	1	0	3	1	0	0	0	2	1	2	0	0	1	6	6
	Support		1	1	0	0	3	1	0	1	0	2	2	2	0	2	6	21
	Total Comments		1	1	0	0	3	1	0	0	1	1	2	0	2	1	6	27
			28	83	84	328	70	370	770	252	260	262	361	762	780			
			Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Support		3				Support	3		1	Support	8			6	21	Support	
	Oppose		4				Oppose	0		1	Oppose	1			0	6	6	Oppose
																		TOTAL

California Department of Transportation
ADA , DBE & Title VI Compliance Review

METRO SAN GABRIEL VALLEY AUGUST 2007 PUBLIC HEARING BUS LINES ESTIMATED PASSENGER IMPACTS FOR THE SGV STAFF REVISED PROPOSAL											
Line	Line Name	Proposal	Existing Line Total Ridership				Estimated Ridership Impacts				Nature of Impacts
			Week day	Sat.	Sun.	Annual	Week day	Sat.	Sun.		
28	Downtown LA - Century City via W. Olympic	Establish the eastern terminal in Downtown LA	8,728	12,186	8,372	3,344,858	(1,474)	(1,075)	(538)		Transfer in downtown LA
83	Downtown LA - Glassell Park via Pasadena & York	Extend the route in Downtown LA to terminate Hill/Venice	7,149	5,219	3,586	2,302,362	0	0	0		Included in Line 28 above
84	Downtown LA - Eagle Rock via Eagle Rock & Cypress	Restructure Line 84 to terminate in Downtown LA at Broadway/1 st St	7,260	5,287	3,632	2,336,920	(1,561)	(1,137)	(761)		Transfer in downtown LA
328	Downtown LA - Century City Limited via W. Olympic	Cancel this line with the implementation of new Olympic Rapid service Line 728	7,990	0	0	2,037,450	6,310				1-4 min. longer trip time for psgrs. at non-rapid stops
70	Downtown LA - El Monte via Garvey	Retain the route of Line 70 & add Line 71 as an alternate route	13,211	12,344	8,865	4,524,863	0	0	0		1-8 min. faster trip times with 728 rapid
370	Downtown LA - El Monte Limited via Garvey Av	Cancel this limited stop service with the implementation of new Garvey-Chavez Rapid service Line 770	2,534	0	0	646,170	(1,459)	0	0		No change in Line 70 route
770	Downtown LA - El Monte via Garvey & Chavez	Implement Garvey-Chavez Rapid service from El Monte to Downtown LA via Garvey, Atlantic, Chavez, & Grand/Olive to Venice	0	0	0	0	2,075	0	0		Transfer 1-4 min. longer trip time for psgrs. at non-rapid stops
252	El Sereno - Hollenbeck via N. Soto	REVISED Extend the route of Line 252 from Huntington/Monterey to Figueroa & Av. 43 via Mercury, Sierra, Lincoln Park, Broadway, Griffin and Av. 43 to Figueroa	3,009	1,102	1,215	894,916	300	175	125		1-5 min. faster trip time with 770 Rapid
260	Altadena - N. Long Beach via Fair Oaks & Atlantic	REVISED Shorten route of Line 260 by establishing the southern terminal at Atlantic & Whittier in East LA	7,470	4,600	3,500	2,347,050	(100)	(275)	(175)		1-5 min. faster trip time for Line 68 psgrs. able to use Line 770 Rapid
262	East Los Angeles to N. Long Beach via Atlantic	Implement new local line between East LA College and Artesia Blue Line Sta. over southern route of Line 260.	10,660	6,670	5,060	3,358,620					Remove transfer
361	Altadena to N. Long Beach Limited via Fair Oaks & Atlantic	REVISED Retain Line 361 & operate this service on weekdays in both directions from 6 AM to 6 PM	960	0	0	244,800	2,500				Transfer
762	Pasadena-N. Long Beach Rapid via Fair Oaks & Atlantic	REVISED Defer implementation of Rapid Line 762 until a significant percentage of the signal priority system is operable	0	0	0	0					1-5 min. faster trip times for midday & off peak direction Line 260
780	Pasadena-Glendale-Hollywood-Fairfax	Consider operating weekend service between Pasadena and Hollywood only.	12,878	0	0	3,293,890		6,500	5,500		4,000 psgrs. could save 1-12 min. with faster trip time for line 260 & 361 IF Line 762 can be implemented
			81,849	47,008	34,230	25,321,898	9,591	4,189	4,131		1-10 min. faster trip time for Sat. & Sun. line 180/181

Source: 3rd Qtr. FY 07 Line Performance Index

California Department of Transportation
ADA , DBE & Title VI Compliance Review

		SERVICE LEVELS AND ROUTE LENGTH METRO SAN GABRIEL VALLEY HEARING LINES													Line Performance Data				Net Ann. RSH Change		Net Marginal Cost Change
Line	Line Name	Existing Average Service Levels (min.)			Route Miles	Proposed Average Service Levels (min.)			Prop. Route Miles	Perf. orance Index*	Psgs. / Rev. Hr.	Subsidy / Boarding	Annual RSH	Proposed Annual RSH	Net Ann. RSH Change	Net Marginal Cost Change					
		Week day	Mid-Day	Sat.		Sun.	Week day	Mid-Day									Sat.	Sun.			
28	Downtown LA - Century City via W. Olympic	6	15	8	10	10.5	6	15	8	10	10.9	0.964	54.6	\$1.55	189,917	50,000	-139,917	-\$10,493,775			
83	Downtown LA - Glassell Park via Pasadena & York	8	15	16	20	9.8	8	15	15	20	10.8	see Line 28	see Line 28	see Line 28	see Line 28	40,000	40,000	40,000	\$3,000,000		
84	Downtown LA - Eagle Rock via Eagle Rock & Cypress	8	15	16	20	10.3	8	15	15	20	9.2	see Line 28	see Line 28	see Line 28	see Line 28	40,000	40,000	40,000	\$3,000,000		
328	Downtown LA - Century City Limited via W. Olympic	6	15	NS	NS	10.5	NS	NS	NS	NS	0.0	see Line 28	see Line 28	see Line 28	see Line 28	0	0	0	\$0		
70	Downtown LA - El Monte via Garvey	12	11	12	12	16.1	12	15	12	12	17.5	1.091	52.7	\$1.62	97,440	95,000	-2,440	-\$183,000			
370	Downtown LA - El Monte Limited via Garvey/Av	12	NS	NS	NS	16.1	NS	NS	NS	NS	0.0	see Line 70	see Line 70	see Line 70	see Line 70	0	0	0	\$0		
770	Downtown LA - El Monte via Garvey & Chavez						12	15	NS	NS	16.3	TBD	TBD	TBD	0	40,000	40,000	40,000	\$3,000,000		
252	El Sereno - Hollenbeck via N. Solo	20	30	30	30	5.0	20	30	30.0	30	7.1	0.835	57.0	\$1.46	13,165	20,000	6,835	\$512,625			
260	Alhambra - N. Long Beach via Fair Oaks & Atlantic	7	15	15	15	29.7	15	20	15	15	14.9	1.096	58	\$1.43	102,954	40,000	-62,954	-\$4,721,550			
262	East Los Angeles to N. Long Beach via Atlantic						15	20	15	15	15.4	see Line 260	see Line 260	see Line 260	see Line 260	35,000	35,000	35,000	\$2,625,000		
361	Alhambra to N. Long Beach Limited via Fair Oaks & Atlantic	20	NS	NS	NS	23.8	15	20	NS	NS	17.8	see Line 260	see Line 260	see Line 260	see Line 260	30,000	30,000	30,000	\$2,250,000		
762	Pasadena-N. Long Beach Rapid via Fair Oaks & Hollywood						NS	NS	NS	NS	0.0	TBD	TBD	TBD	0	0	0	0	\$0		
780	Pasadena-Ciendales-Hollywood-Fairfax	10	15	NA	NA	22.7	10	15	20	20	22.7	0.958	55.2	\$1.52	59,492	49,000	9,508	\$713,100			
													462,968	459,000	-3,968	\$3,971,600					

Note: Cost is based on marginal rate of \$7.5ksh

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, D. Hearings Item Number: 3	Inquiry: Are public meeting announcements made available in languages other than English? Describe how and provide examples.	
Response: Yes Community Relations staff members assigned to communities request materials to notify the local public of involvement and input opportunities into Metro decision-making. Materials are prepared in English and the predominant language for those areas. Information about requesting interpreters for Metro-sponsored community meetings is also provided.		
Name of Person Responding: Lynda Bybee	Job Title: Deputy Executive Officer, Communications	Phone Number: 213-922-6340
Attachment(s): Service Changes Public Hearing Notice Proof – Chinese language newspaper Sing Tao Also please see the following from Section II. LACMTA, C. Public Involvement , Item 11 <ul style="list-style-type: none"> • Web site meeting announcement for Regional Connector EIR/EIS with notation for request for TDD. • Environmental Review Fact Sheet in English, Japanese and Spanish • Construction Notices in English and Spanish with notation for request for TDD 		



公聽會通啟 洛杉磯縣大都會交通局

洛杉磯縣大都會交通局將在2010年2月份舉行一項公聽會，諮詢社區人士就大都會公車服務將實行的調整發表意見。通過的修改方案將在2010年6月27日或之後開始生效。公聽會的日期、時間、地點等資料已列於本通啟。

這項公聽會，是遵照聯邦法U.S.C.第49章、第5307 (d)節所例明的公聽會要求，以及大都會交通局董事會1993年通過的公聽會指南（包括修正案）而召開的。

下面列出的修改服務建議及其服務區域所實行將會在公開聽證會被考慮。在一般情況下，提出的修改將更好地利用有限的資源來提高公共交通系統效率。市民可參加任何這些聽證會來表達和提出任何意見。

大都會西區至中區

路線	路線名稱	建議修改服務
14	Downtown LA - Beverly Hills via Beverly Bl	從 714 路線調撥資源改善服務。
714	Downtown LA - Beverly Hills via Beverly Bl	終止服務。資源將投放到 14 路線以提高服務質量。
220	Beverly Center - Culver City via Robertson Bl	終止服務。
720	Santa Monica - Commerce via Wilshire Bl and Whittier Bl	從 920 路線調撥資源改善服務。
920	Wilshire Rapid Express	終止服務。資源將投放到 720 路線以提高服務質量。

大都會聖費南度谷

路線	路線名稱	建議修改服務
150	Canoga Park - Universal City Station via Ventura Bl	從 750 路線調撥資源改善週末服務。
750	Warner Center Transit Hub - Universal City Station via Ventura Bl	終止周末服務。資源將投放到 150 路線以提高服務質量。
168	Chatsworth Station - via Lassen St and Paxton St	終止服務。
902	Pacoima - No Hollywood Station via Van Hays Bl, Burbank Bl	建議成永久服務。

大都會口岸市區

路線	路線名稱	建議修改服務
53	Downtown LA - CSU Dominguez Hills via Central Av	從 753 路線調撥資源改善服務。
753	Downtown LA - Imperial/Wilmington Station via Central Av	終止服務。資源將投放到 53 路線以提高服務質量。
111	Norwalk - LAX City Bus Center via Florence Av	從 711 路線調撥資源改善服務。
711	Inglewood TC - Bell Gardens via Florence Av	終止服務。資源將投放到 111 路線以提高服務質量。
115	Playa Del Rey - Norwalk via Manchester Av, Firestone Bl	從 715 路線調撥資源改善服務。
715	LAX - Downey via Manchester Av, Firestone Bl	終止服務。資源將投放到 115 路線以提高服務質量。
214	Artesia Transit Center - Broadway/Main St Loop - Harbor Freeway Station	終止服務。

大都會聖蓋博谷

路線	路線名稱	建議修改服務
84-69	Eagle Rock Bl - Cypress Av - Monterey Park via Cesar Chavez	從東 Atlantic Bl 延長行經路段至 Montebello Towne Center 取替 287 路線，七天工作。
177	La Canada - Sierra Madre Villa Gold Line Station via I-210 & California Bl & Walnut St	終止服務。
180	Pasadena - Hollywood via Colorado Bl & Hollywood Bl	從 780 路線調撥資源改善服務。
780	Pasadena - Hollywood via Colorado Bl & Hollywood Bl	終止周末服務。資源將投放到 180 路線以提高服務質量。
287	El Monte - Indiana Gold Line Station via Garvey Av & Floral Dr and 1 st St	行經路段修改為從 El Monte 至 Montebello Towne Center。取消西至 Indiana Gold Line Station 路段。該路段將被 84-69 路線延長路段至 Towne Center 取替。
260	Altadena - Artesia Blue Line Station via Fair Oaks Av & Atlantic Bl	從 762 路線調撥資源改善周六服務。
762	Pasadena - Artesia Blue Line Station via Fair Oaks Av & Atlantic Bl	終止周六服務。資源將投放到 260 路線以提高服務質量。
620	Boyle Heights via Cesar Chavez Av & State St	終止服務。

大都會南灣

路線	路線名稱	建議修改服務
202	Willowbrook - Compton - Wilmington	終止短程路線。
439	LAX - Aviation Station - Downtown LA - Union Station via LAX, Westchester Culver City & LA Circular (both directions)	終止服務。
607	Inglewood - Windsor Hills - Inglewood	終止逆行路線服務。維持順行路線服務。
608	Crenshaw Connection	終止服務。
626	Green Line - World Way West via Imperial Hwy (625), LAX - Green Ling (626)	建議兩個服務方案：1. 終止 626 路線服務或 2. 合併兩條路線成一條。
111	Norwalk - LAX City Bus Center via Florence Av	從 711 路線調撥資源改善服務。
711	Inglewood TC - Bell Gardens via Florence Av	終止服務。資源將投放到 111 路線以提高服務質量。
115	Playa Del Rey - Norwalk via Manchester Av, Firestone Bl	從 715 路線調撥資源改善服務。
715	LAX - Downey via Manchester Av, Firestone Bl	終止服務。資源將投放到 115 路線以提高服務質量。

大都會公聽會時間表

聖費南度谷 SAN FERNANDO	西區至中區 WESTSIDE/CENTRAL	聖蓋博谷 SAN GABRIEL VALLEY	口岸市區 GATEWAY CITIES	南灣 SOUTH BAY
2010年8月4日，下午6:30 Marvin Braude Constituent Center 6262 Van Nuys Bl Van Nuys	2010年8月11日，下午5:00 La Cienega Tennis Center 325 South La Cienega Bl Beverly Hills	2010年8月9日，下午6:00 San Gabriel Valley Sector Office 3449 Santa Anita Ave El Monte	2010年8月12日，下午5:00 The Gas Company 9240 Firestone Bl Downey	2010年8月13日，上午9:30 Carson Community Center 801 Carson St Carson

民衆可在2010年7月20日之後查閱更多有關這些建議的資料。如欲索取這些資料，可聯絡以下地址，或到你附近的大都會客服中心。此外，也可以上網www.metro.net。

請注意，這些建議可在公聽會之後，全部或局部被接納通過。被通過的修改方案可能包括其他從公聽會取得的折中意見。有興趣的民衆鼓勵出席即將舉行的公聽會，並針對修改服務建議發表聲明（公眾意見將不會被限制於其中一地區的公車路線）。在修改建議被實行以前，所有收集的公眾意見將會轉介給相關的區域監察委員會（Sector Governance Council）作進一步考慮。未克出席者可以在2010年8月14日（以郵戳為準）前，可以使用其他方式把聲明書呈交。

聲明書以美國郵政呈交，請寄往以下地址：

Metro Customer Relations
One Gateway Plaza, 99PL4
Los Angeles, CA 90012-2932
Attn: June 2010 Service Changes

意見以電子郵件方式呈交，請使用以下電郵地址：

customerrelations@metro.net
Attn: "December 2010 Service Changes"

如以傳真方式呈交，標題請使用上述及傳真至213-922-6988。因應各別要求，大都會交通局舉行的會議和活動中，可以為民衆提供外語翻譯、手語翻譯、其他格式的資料、其他設備安排等。所有合理的設備安排要求，必須在會議前至少三個工作日（72小時）提出。請在週一至週五上午8時至下午5時之間致電(213) 922-4600。

此中文譯本僅供參考，內容以英文原版為準。

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, D. Hearings Item Number: 4	Inquiry: Are accessible locations (geographically and structurally), appropriate times and translation services planned and provided during public hearings?	
Response: Yes. Only geographically and structurally appropriate facilities are utilized for public hearings. Meeting locations are also geographically appropriate. Spanish translation is routinely provided for all public hearings. All other languages, as well as sign language and/or captioning, are accommodated upon request. The following standard language is included in all notices: <div style="padding-left: 40px;"> Upon request, foreign language translation, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. </div>		
Name of Person Responding: Jon Hillmer	Job Title: Transportation Manager	Phone Number: 213-922-6972
Attachment(s): Notice of Public Hearing, August 2007		



NOTICE OF PUBLIC HEARING
Los Angeles County Metropolitan Transportation Authority

The Los Angeles County Metropolitan Transportation Authority will hold public hearings in August 2007 to receive community input on proposed modifications to Metro's bus service. Approved changes will become effective December 16, 2007 or later. Details of the hearing dates, times, and locations are listed at the end of this notice.

The upcoming public hearings are being held in conformance with federal public hearing requirements outlined in Section 5307 (d) 1 of Title 49 U.S.C., and public hearing guidelines adopted by the MTA's Board of Directors in 1993, as amended.

Listed below are the service proposals to be considered at the hearings, and the respective service sectors that will host the public hearings. In general, the proposed modifications will improve the efficiency and effectiveness of the public transportation system through a better use of resources. The public can attend any of these hearings and comment on proposals of interest to them.

METRO WESTSIDE/CENTRAL SERVICE SECTOR

LINE/ROUTE	LINE NAME	PROPOSED SERVICE CHANGE
35-335	Downtown LA - WLA Transit Terminal via Washington Bl	Proposed new line 35-335 operating from Downtown LA (Broadway/Washington) to WLA Transit Terminal. See Line 68-368.
38-71	WLA Tran Terminal - CSULA Via Jefferson Bl - City Terrace Dr	Restructure Line 38 to operate from Downtown LA (Grand Station) to WLA Transit Terminal. Incorporate Line 71 service into Line 70
68-368	WLA Transit Terminal - Montebello Via Washington Bl - Cesar Chavez Av	Restructure route due to implementation of new Garvey-Chavez Rapid 770. Proposed new line 35-335 operating from Downtown LA (Broadway/Washington) to WLA Transit Terminal. Discontinue service from Broadway/Washington to Broadway/1 st . Retain Line 68 service from Broadway/1 st to Montebello Town Center. Cancel Line 368 (see San Gabriel Valley Line 770).
728	Downtown LA - Century City via Olympic Bl	Implement new Olympic Rapid service from Century City to Downtown LA

METRO SAN GABRIEL VALLEY SERVICE SECTOR

LINE/ ROUTE	LINE NAME	PROPOSED SERVICE CHANGE
28	Downtown LA – Century City via W. Olympic Bl	Establish the eastern terminal in Downtown LA
83	Downtown LA – Glassell Park via Pasadena Av & York Bl	Extend the route of Line 83 in Downtown LA to terminate Hill St/Venice Bl.
84	Downtown LA - Eagle Rock via Eagle Rock Bl & Cypress Av	Restructure Line 84 to terminate in Downtown LA at Broadway/1 st . Most Line 84 trips terminating in Downtown LA will become Line 68 at Broadway/1 st St and continue over the route of Line 68 to East Los Angeles College with selected trips continuing to Montebello Town Center.
328	Downtown LA - Century City via W. Olympic Bl	Cancel this limited stop service with the implementation of new Olympic Rapid service Line 728
70	Downtown LA – El Monte via Garvey Av	Retain the route of local Line 70 and incorporate Line 71 into this service as an alternate route
370	Downtown LA – El Monte via Garvey Av	Cancel this limited stop service with the implementation of new Garvey-Chavez Rapid service Line 770
770	Downtown LA – El Monte via Garvey Av & Cesar Chavez Av	Implement new Garvey-Chavez Rapid service from El Monte to Downtown LA via El Monte Sta., Santa Anita Av, Garvey Av, Atlantic Bl, Chavez Av, Spring St, First St, Grand/Olive to Venice Bl
252	El Sereno-Hollenbeck via Soto Av	Extend the route of Line 252 from Huntington Dr. & Monterey Rd. to Lincoln Park via Mercury Av, Sierra St, Lincoln Park Av. to Broadway.
260	Altadena – N. Long Beach via Fair Oaks Av & Atlantic Bl	Shorten route of Line 260 by establishing the southern terminal at Atlantic Bl & Beverly Bl in East Los Angeles
262	East Los Angeles to N. Long Beach via Atlantic Bl	Implement new local line between East Los Angeles College and Artesia Blue Line Sta. over the southern portion of the existing Line 260 route.
361	Altadena – N. Long Beach via Fair Oaks Av & Atlantic Bl	Cancel this limited stop service with the implementation of new Atlantic-Fair Oaks Rapid service Line 762. If Line 762 is not implemented in Dec. 2007, retain Line 361 and operate this limited stop service on weekdays in both directions from 6 AM to 6 PM
762	Pasadena – N. Long Beach Rapid via Fair Oaks Av & Atlantic Bl	Implement new Atlantic-Fair Oaks Rapid service from Fair Oaks/Colorado in Pasadena to Artesia Blue Line Sta. Operate weekdays only from 6 AM to 6 PM
780	Pasadena- Glendale-Hollywood-Fairfax	Consider operating weekend service between Pasadena and Hollywood

METRO GATEWAY CITIES SERVICE SECTOR

LINE/ ROUTE	LINE NAME	PROPOSED SERVICE CHANGE
26-51-52-352	Los Angeles-Westlake-Compton via Avalon Bl, San Pedro St, 7 th St & Virgil Av	Line 52-352 to maintain existing routing with added local service. Line 26 route north of Wilshire Bl to be discontinued; Alternative service provided by Dash. Line 51 service to Compton Station replaced by new Line S-3.
45-46	Rosewood-Montecito Heights--Downtown Los Angeles-via Broadway & Mercury Av.	South terminal to be located at Harbor Green Line Station. North terminal to be located at Broadway/Lincoln Park Av. Service south of Harbor Station replaced by new Line S-3. Line 46 replaced by new Line S-1. Service between Lincoln Park Av and Monterey Hills terminal to be replaced by extension of Line 252 (see SGV Sector) or by new Line S-2. Owl service south of Harbor Station may be discontinued.
128	Compton-La Mirada via Alondra Bl	Reroute to Cerritos Towne Center. Service between Carmenita Rd and La Mirada Bl replaced by Line 460.
200	Alvarado St	Discontinue Echo Park Av route segment due to low ridership.
270	Norwalk-Monrovia via Workman Mill Rd-Peck Rd	Restructure service in Norwalk, Santa Fe Springs area. Extend route via Santa Fe Springs Rd, Bloomfield Av, Civic Center Way, Norwalk Bl-San Antonio Dr, Firestone Bl, Imperial Hwy, Hoxie Av to Norwalk Green Line Station. Existing route west of Santa Fe Springs Rd to Imperial Hwy discontinued and replaced by other services.
460	Downtown LA –Disneyland via Figueroa St-110 Fwy-105 Fwy & 5 Fwy	Reroute line in Norwalk, Cerritos, La Mirada & Fullerton areas. Extend service along Carmenita Rd then via Alondra Bl, La Mirada Bl, Beach Bl and La Palma Av. Existing route via 5 Fwy & surface streets between Carmenita Rd & Western Av discontinued. Service to Fullerton Park-Ride discontinued. Route to rejoin 5 Fwy to Disneyland at La Palma Av & Brookhurst St.
S-1	Lincoln Heights-Montecito Heights-Cypress Park Shuttle	New line to operate between North Broadway & Heritage Square Station via Griffin Av, Ave 43, Figueroa St, Pasadena Av & Ave 37
S-2	Lincoln Heights-El Sereno-Monterey Hills Shuttle	Option 1: Operate as community shuttle between North Broadway and Monterey Hills terminal. Option 2: Extend Line 252 from Monterey Hills terminal to North Broadway (see SGV Line 252).
S-3	Harbor Station-Compton Blue Line Station Shuttle	New line to operate between Harbor Green Line Station and Compton Blue Line Station via Figueroa St, 117 th St, Broadway, El Segundo Bl, Main St, Rosecrans Av, San Pedro St, and Compton Bl.

WESTSIDE / CENTRAL SECTOR

August 8, 2007, 5 PM
La Cienega Tennis Center
325 So. La Cienega Bl
Beverly Hills

GATEWAY CITIES SECTOR

August 7, 2007, 7 PM
Norwalk Arts & Sports Center
13200 Clarkdale Av
Norwalk

August 9, 2007, 5 PM
The Gas Company
9240 Firestone Bl
Downey

SAN GABRIEL VALLEY SECTOR

August 13, 2007, 6 PM
San Gabriel Valley Sector Office
3369 Santa Anita Av
El Monte

Additional details about these proposals will be available for public review after July 16 2007. To obtain this information contact the address listed below, or visit your nearest Metro customer relations center. Information can also be accessed at: www.metro.net

These proposals may be approved in whole or in part at a date following the public hearings. Approved changes may also include other alternatives derived from public comment. Interested members of the public are encouraged to attend the upcoming hearings and provide testimony on any service change proposal (public comment will not be restricted to only bus routes operating in one geographical area). All public comment received will be forwarded to the responsible Sector Governance Council, and considered prior to taking action on the service change proposals. Persons unable to attend the hearings may submit written testimony postmarked through August 13, 2007. All written testimony should be addressed to:

**Metro Customer Relations
One Gateway Plaza, 99PL4
Los Angeles, CA 90012-2932
Attn: Dec. 2007 Service Changes**

Comments can also be sent via e-mail with, "*December 2007 Service Changes*", as the subject to:

customerrelations@mta.net
Facsimile at: 213-922-6988

Upon request, foreign language translation, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday.

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, E. Consultant Contracts Item Number: 1	Inquiry: How are Request for Proposals (RFP) advertised? Describe the process.	
Response: RFP's are advertised through newspapers of general circulation, trade publications, the Metro.net website, small business interest groups (TBAC)and directly to vendors who have registered with METRO under the applicable NAICS code All procurements at LACMTA are conducted in accordance with the MTA Procurement Policy and LACMTA Procurement Policy Manual (Revised May 21, 2009). The MTA Procurement Policy is attached on the following 6 pages for your review. The entire 241 page LACMTA Procurement Policy Manual will be made available upon request.		
Name of Person Responding: Bruce Feerer	Job Title: EO, Procurement & Material Management	Phone Number: 213-922-1456
Attachment(s): MTA Procurement Policy		



Procurement Policy Manual

Chapter 1 - MTA Procurement Policy

1.0 Purpose And Scope

The purpose of this Chapter is to set forth general procurement policy and standards that will govern the conduct of MTA acquisition activities and of personnel engaged in these activities.

1.1 Procurement Background

The Los Angeles County Metropolitan Transportation Authority (MTA) Statement of Guiding Principles (see 1.2) establishes the framework for MTA's Procurement Policy Manual (Manual), which is approved by the MTA Board of Directors and Chief Executive Officer (CEO). Procedures implementing the Procurement Policy Manual will be issued by the Executive Officer, Office of Procurement and Material Management (hereafter Executive Officer, Procurement).

1.2 Statement Of Guiding Principles For MTA's Acquisition System

- A. The vision for the MTA acquisition system is to deliver, on a timely basis, the best value product or service to the client, while maintaining the public's trust and fulfilling public policy objectives. Participants in the acquisition (procurement) process must work together as a team and are empowered to make decisions within their area of responsibility.
- B. The MTA acquisition system will:
 - 1. Satisfy the client in terms of cost, quality, and timeliness of the delivered product or service by:
 - a. Maximizing the use of commercial products and services,
 - b. Using contractors with a track record of successful past performance or who demonstrate a current superior ability to perform, and
 - c. Promoting competition
 - 2. Minimize administrative operating costs,
 - 3. Conduct business with integrity, fairness, and openness, and
 - 4. Fulfill public policy objectives.
- C. The Acquisition Team consists of all participants in the MTA acquisition including representatives of the technical, supply, support services and procurement communities but also the clients they serve, and the contractors who provide the products and services.
- D. The role of each member of the Acquisition Team is to exercise personal initiative and sound business judgment in providing the best value product or service to meet the client's needs. In exercising initiative, MTA members of the Acquisition Team may assume that a strategy, practice, policy or procedure is a permissible exercise of authority if it is in the best interest of the MTA and is not prohibited by law, applicable regulations, or Board adopted policy.

1.3 Procurement Standards

- A. The MTA will maintain a contract administration system that ensures that contractors perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders.



Procurement Policy Manual

Chapter 1 - MTA Procurement Policy

- B. Members of the MTA Board of Directors will adhere to the standards of conduct adopted by the Board. MTA employees will adhere to the standards of conduct approved by the CEO under a delegation of authority from the Board.
- C. Contractors and consultants will adhere to the "Code of Conduct for MTA contractors and consultants" approved by the Board.
- MTA's Ethics Department maintains an Intranet website <http://mymetro/ethics/codes.htm> detailing current "Codes" applicable to the Board of Directors, Contractors, and Employees.
- D. MTA procedures will provide for a review of proposed procurements to avoid purchase of unnecessary or duplicative items. Consideration should be given to consolidating or breaking out procurements to obtain a more economical purchase. Where appropriate, an analysis will be made of lease versus purchase alternatives and any other appropriate analysis to determine the most economical approach.
- E. MTA Contracting Officers will be responsible, in accordance with good administrative practice and sound business judgment, for the settlement of all contractual and administrative issues arising out of procurements. These issues include, but are not limited to, source evaluations, protests, disputes, and claims.
- F. Competition - The following requirements for competition are applicable to MTA procurements:
1. Per FTA 4220.1F Chapter VI, Subsection 1 all procurement transactions shall be conducted in a manner providing full and open competition consistent with the above stated procurement standards and the statement of guiding principles. Some of the situations considered to be restrictive of competition include, but are not limited to:
 - a. Placing unreasonable requirements on firms in order for them to qualify to do business;
 - b. Noncompetitive pricing practices between firms or between affiliated companies;
 - c. Noncompetitive awards to professionals and other consultants that are on MTA retainer contracts;
 - d. Organizational conflicts of interest (Section 4.5.3);
 - e. Specifying only a "brand name" product instead of allowing "an equal" product to be offered and describing the performance or other salient characteristics of the brand name product (Section 4.5.2); and
 - f. Any arbitrary action in the procurement process; and
 - g. Development of specification requirements and evaluation criteria, which unnecessarily favor an incumbent contractor.
 2. Procurement transactions will be conducted in a manner that prohibits the use of statutorily or administratively imposed in-State or local geographical preferences in the evaluation of bids or proposals, except in those cases where applicable Federal statutes expressly mandate or encourage geographic preference. This does not preempt State

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	Chapter 1 - MTA Procurement Policy

licensing laws. When employing the qualifications based method for contracting for architectural and engineering services, geographic location may be a selection criteria provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract.

3. MTA will have written selection procedures for competitive negotiated procurement transactions that ensure fair, unbiased evaluation of competing proposals by an independent evaluation panel appointed by the Contracting Officer. These procedures will also ensure that all solicitations clearly state the evaluation factors including cost or price, cost or price-related factors, and non-cost or non-price related factors, and any significant subfactors that will be considered in making the source selection and their relative importance.
4. Technical requirements shall incorporate a clear and accurate description for the material, product, or service to be procured. Such description shall not, in competitive procurements, contain features that unduly restrict competition. See Section 4.5 for additional guidance on technical requirements.
5. The MTA will ensure that all lists of bidders, manufacturers, or products determined to be qualified in advance of the receipt of bids or proposals are current and sufficient to ensure full and open competition. When possible, sufficient time will be allowed to arrange for qualification before receipt of bids or proposals. However, when using grant funds, MTA must allow vendors an opportunity to qualify their products during the solicitation period (FTA Circular 4220.1F Chapter VI, Subsection 1.c.).

1.4 Responsibilities

- A. The Executive Officer, Procurement has primary responsibility for ensuring that the procurement process is in accordance with legal requirements, as interpreted by County Counsel, and MTA policy.
- B. The Executive Officer, Procurement, is responsible for establishing procurement policies and issuing instructions for the implementation of MTA policies;
- C. The Executive Officer, Procurement, is responsible for establishing materiel management policies and issuing instructions concerning the storage, distribution, and disposal of goods;
- D. All departments are instructed to follow Procurement and Materiel Management Policies/Instructions as well as Policies/Instruction issued by the Executive Officer, Procurement regarding the storage, distribution, and issuance of material; and
- E. The Executive Officer, Procurement or designee shall execute contracts, purchase orders, modifications, and supplemental agreements in accordance with established thresholds.

1.5 Statutory And Regulatory Requirements

The following laws and regulations and Master Agreement are applicable to MTA contracts.

Federal Statute, Regulations, Policies, and Agreements	Subject
49 U.S.C. Chapter 53	Mass Transportation



Metro

Procurement Policy Manual

Chapter 1 - MTA Procurement Policy

Federal Statute, Regulations, Policies, and Agreements	Subject
49 CFR Part 18	Administrative Requirements for Grants & Cooperative Agreements
49 CFR Part 26	Participation by Minority Business Enterprises; Disadvantage Business Enterprise Program
FTA Circular 4220.1F	Third Party Contracting Guidance
FTA Circular 5010.1B	Grant Management Guidelines
FTA Circular 9030.1B Chapter 3	Eligible Grant Activities
Master Agreement	Terms & Conditions of Grantee Administration of Projects Supported & Funded by The FTA

State Codes	Section(s)	Subject
Civil Code	3248	Payment Bonds
Civil Code	3320	Payments to Prime Design Professionals
Code of Civil Procedure	995.311	Bond Issuer Requirements
Government Code	4525 et seq.	Architect & Engineering Services
Government Code	6250 - 6270	Public Records Disclosure
Government Code	5956 et seq.	Infrastructure Projects
Labor Code	1777.1	Debarment by California Labor Commissioner
Public Contract Code	1103	Responsibility on Public Works Contracts
Public Contract Code	1104	Plans and Specifications
Public Contract Code	3301 - 3400	Contractor's License; Brand Specification
Public Contract Code	4100 - 4114	Subcontracting
Public Contract Code	5100 - 5107	Relief of Bidders
Public Contract Code	6100 - 6610	Awarding of Contracts
Public Contract Code	7100 - 7200	Contract Clauses
Public Contract Code	9201 - 9203	Claims and Disputes
Public Contract Code	10335 et seq.	Service Contracts
Public Contract Code	20101	Prequalification
Public Contract Code	20103.8	Alternative Bids
Public Contract Code	20104	Resolution of Construction Claims
Public Contract Code	20104.50	Progress Payments on Public Works
Public Contract Code	20209 - 20209.5	Purchase & Sale Contracts; Design/Build Contracts
Public Contract Code	20216 - 20217	Bid & Proposal Disclosure; Negotiated Procurement of Certain Equipment; Design/Build et seq.
Public Contract Code	20360 et seq.	Contracts for Rail Transit System Design
Public Utilities Code	130051.9	CEO Award of Construction Contracts

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State Codes	Section(s)	Subject
Public Utilities Code	130051.21	Prequalification
Public Utilities Code	130220	General MTA Contracting Powers
Public Utilities Code	130221	Contracting With Other Government Agencies and Other Persons
Public Utilities Code	130232 - 130239	Award of Contracts Based On Price or Price and Other Factors
Public Utilities Code	130242	Design/Build
Public Utilities Code	130243	Change Orders

1.6 State, Local And Federal Controls

- A. This Manual has been developed in conformance with the standards and limitations established in State, Federal and local law. Applicable State laws, policies and other sources of guidance governing the procurement practices of the MTA, in addition to those listed in 105 above, are as follows:
 - 1. MTA Policies and Instructions.
 - 2. Board of Directors' Resolutions.
 - 3. Ordinances and regulations of regional and local agencies, which have subject matter jurisdiction (on case to case basis)
- B. Federal laws and regulations affecting the procurement practices of the MTA include, but not limited to, the following:
 - 1. Intermodal Surface Transportation Efficiency Act of 1991, as amended
 - 2. Federal Acquisition Streamlining Act of 1994, 41 USC 403 (11) and 40 USC 481(b), respectfully
 - 3. Executive Order 12612 "Federalism" dated 10-26-87
 - 4. FTA Master Agreement
 - 5. FAR PART 31 Cost Principles and Procedures
 - 6. Relevant decisions of the Courts and the Comptroller General of the United States
- C. To the extent that both federal and state laws and regulations apply to a procurement, the MTA is required to act within the limits of the more restricted requirements. When Federal funds are used in a procurement, Federal procurement requirements must be met or exceeded.
- D. FTA Best Practices Procurement Manual provides guidance to procurements and examples of best practices.
- E. MTA may contract with any department or agency of the United States of America, with any public agency (including, but not limited to, the Department of Transportation, the multicounty designated transportation planning agency, or any transit district, county or city),

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or with any person upon such terms and conditions as the MTA finds in its best interest.
(PUC Section 130221)

1.7 Implementation

The Chief Executive Officer shall implement the policies herein set forth. Procedural guidance shall be provided in the Desk Instructions. This Manual includes detailed definitions of terms used in this Manual. (See

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, E. Consultant Contracts Item Number: 2		Inquiry: Describe the requirements for submitting a proposal.	
Response: The requirements vary by RFP but generally require a timely and complete response to the funding source's specific regulatory requirements, the Statement of Work, the technical specification, insurance and small business requirements and any other special Terms and Conditions that may apply.			
Name of Person Responding: Bruce Feerer		Job Title: EO, Procurement & Material Management	Phone Number: 213-922-1456
Attachment(s):			

Review: C - Title VI Section: II. LACMTA, E. Consultant Contracts Item Number: 3		Inquiry: Describe the subcontracting opportunities.	
Response: Subcontracting opportunities vary by RFP but are generally determined by Diversity and Equal Opportunity Department, which establishes a goal that is included as part of the RFP.			
Name of Person Responding: Bruce Feerer		Job Title: EO, Procurement & Material Management	Phone Number: 213-922-1456
Attachment(s):			

Review: C - Title VI Section: II. LACMTA, E. Consultant Contracts Item Number: 4		Inquiry: How are RFP's evaluated?	
Response: Depends upon the particular requirement. In general, evaluation criteria (price and other non price factors, with their relative importance), are included in the RFP. Evaluation is conducted by an evaluation team, whose composition varies depending upon the requirement. The recommended proposer is justified in writing to the approval level within the Agency who then determines ultimate contract award.			
Name of Person Responding: Bruce Feerer		Job Title: EO, Procurement & Material Management	Phone Number: 213-922-1456
Attachment(s):			

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: II. LACMTA, E. Consultant Contracts Item Number: 5	Inquiry: How do you conduct Consultant interviews?	
Response: The evaluation team develops a list of questions based upon the consultant's written proposal. The evaluation team uses the RFP guidance when evaluating consultant responses. The team evaluates the interview responses with the goal of reaching a general consensus of its relative merit.		
Name of Person Responding: Bruce Feerer	Job Title: EO, Procurement & Material Management	Phone Number: 213-922-1456
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, E. Consultant Contracts Item Number: 6	Inquiry: Who in LACMTA monitors the consultant's adherence with the Title VI requirements?	
Response: Each unit is responsible to ensure Title VI compliance as applicable.		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):		

Review: C - Title VI Section: II. LACMTA, E. Consultant Contracts Item Number: 7	Inquiry: Who in Planning monitors the consultant's adherence to Title VI requirements?	
Response: Each unit is responsible to ensure Title VI compliance as applicable.		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):		

California Department of Transportation
 ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: III. GOALS FOR FEDERAL FISCAL YEAR (FFY) 2010, Provide status report on LACMTA's goals for FFY 2010 Item Number: 1	Inquiry: Has LACMTA areas developed a Title VI Compliance Review questionnaire to self-monitor its customers to ensure compliance with Title VI?	
Response: An annual Customer Satisfaction Survey is conducted which is periodically evaluated, as previously described, for significant perceptual differences based upon ethnicity and/or income.		
Name of Person Responding: Gladys Lowe	Job Title: Director of Countywide Planning and Development	Phone Number: 213-922-2459
Attachment(s):		

Review: C - Title VI Section: III. GOALS FOR FEDERAL FISCAL YEAR (FFY) 2010, Provide status report on LACMTA's goals for FFY 2010 Item Number: 2	Inquiry: 2. Has LACMTA areas researched demographics within LACMTA boundaries?	
Response: While Service Planning is a consistent user of demographic data for its analyses, we have relied primarily on data supplied by others, such as the U. S. Census. An annual Customer Satisfaction Survey is conducted which is periodically evaluated, as previously described, for significant perceptual differences based upon ethnicity and/or income.		
Name of Person Responding: Conan Cheung	Job Title: DEO, Operations	Phone Number: 213-922-6949
Attachment(s):		

California Department of Transportation
ADA , DBE & Title VI Compliance Review

Review: C - Title VI Section: III. GOALS FOR FEDERAL FISCAL YEAR (FFY) 2010, Provide status report on LACMTA's goals for FFY 2010 Item Number: 3	Inquiry: 3. Has LACMTA analyzed data for disparate impact from transportation projects to minority or socioeconomic disadvantaged communities?	
Response: As previously described, all significant service changes are evaluated for possible disparate adverse impacts.		
Name of Person Responding: Conan Cheung	Job Title: DEO, Operations	Phone Number: 213-922-6949
Attachment(s):		

Review: C - Title VI Section: III. GOALS FOR FEDERAL FISCAL YEAR (FFY) 2010, Provide status report on LACMTA's goals for FFY 2010 Item Number: 4	Inquiry: 4. Please identify by ethnic group the populations currently being served in your Local Agency and identify the percentages of each group, i.e., White 43%, Hispanic 28%, African American 12%, and Native American 1%.																									
Response: <p align="center">Comparative Ethnicity – County Population & Metro Ridership</p> <table border="1" data-bbox="165 1119 1437 1423"> <thead> <tr> <th></th> <th>County Population</th> <th>2009 Customer Survey</th> <th>2006 Customer Survey</th> </tr> </thead> <tbody> <tr> <td>Hispanic/Latino</td> <td align="center">46%</td> <td align="center">58%</td> <td align="center">62%</td> </tr> <tr> <td>Black</td> <td align="center">10%</td> <td align="center">19%</td> <td align="center">17%</td> </tr> <tr> <td>White</td> <td align="center">32%</td> <td align="center">9%</td> <td align="center">11%</td> </tr> <tr> <td>Asian/Pacific Isl.</td> <td align="center">12%</td> <td align="center">9%</td> <td align="center">7%</td> </tr> <tr> <td>Other</td> <td align="center">1%</td> <td align="center">5%</td> <td align="center">3%</td> </tr> </tbody> </table>				County Population	2009 Customer Survey	2006 Customer Survey	Hispanic/Latino	46%	58%	62%	Black	10%	19%	17%	White	32%	9%	11%	Asian/Pacific Isl.	12%	9%	7%	Other	1%	5%	3%
	County Population	2009 Customer Survey	2006 Customer Survey																							
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