

# Title VI Program Update Appendix

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## Contact Information:

**Los Angeles County Metropolitan Transportation Authority**

**(LA Metro)- Recipient ID 5566**

**Aida Berduo Berry**

Senior Manager, Civil Rights Programs (Title VI)

Metro Office of Civil Rights

(213) 922-2748

[BerryA@metro.net](mailto:BerryA@metro.net)

## APPENDIX A – Letter of Concurrence



U.S. Department  
of Transportation  
Federal Transit  
Administration

REGION IX  
Arizona, California,  
Hawaii, Nevada, Guam  
American Samoa,  
Northern Mariana Islands

90 7<sup>th</sup> Street  
Suite 15-300  
San Francisco, CA 94103-6701  
415-734-9490  
415-734-9489 fax

December 6, 2017

Los Angeles County Metropolitan Transportation Authority (METRO)  
Mr. Dan Levy/Chief Civil Rights Programs

Re: Title VI Program Review - Recipient ID 5566-Concur Letter

Dear Dan,

Thank you for submitting a Title VI program for your agency as required by the Federal Transit Administration (FTA) Circular 4702.1B. FTA requires you to develop a Title VI program for implementation at your agency that describes your policies and procedures that assure non-discrimination when you offer services to the public. FTA developed Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012. This circular guides you through the requirements of a Title VI program and can be found on our website at: <http://www.fta.dot.gov/circulars>

Your program is for the triennial period of 12/1/2017 to 11/30/2019 and our records show that the most recent program submission was on 11/17/2016. Please accept our apology for the delay in reviewing your program. All of the requirements were contained in your submission and your status is now concur. Your next program update is due October 1, 2019. A copy of this letter will be attached to your Recipient Profile in FTA's Electronic Awards Management System for your reference.

FTA is committed to providing technical assistance to help correct your program. Please check our website at [http://www.fta.dot.gov/civil\\_rights.html](http://www.fta.dot.gov/civil_rights.html) for resources and training opportunities. If you have any questions or would like to discuss these areas in more detail, please do not hesitate to contact me directly at (415) 734-9464 or at [lynette.little@dot.gov](mailto:lynette.little@dot.gov).

Sincerely,

A handwritten signature in cursive script that reads "L. Little".

Lynette Little  
Civil Rights Officer, Region IX

cc: Monica McCallum, FTA Civil Rights Regional Division Chief (Electronic)  
Recipient TEAM profile 5566 (Electronic)



Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2957

213.977.2000 Tel  
metro.net

**Metro**

May 24, 2019

Lynette Little  
Civil Rights Officer-Region IX  
U.S. Department of Transportation  
Federal Transit Administration, TRO-9  
90 Seventh Street, Suite 15-300  
San Francisco, CA 94103-6701

**Re: Extension Request for Title VI Program – LACMTA (Recipient ID 5566)**

Dear Lynette;

The Los Angeles County Metropolitan Transportation Authority (LA Metro) would like to request a 30-day extension to submit its Title VI Program, which is currently due on October 1, 2019. The request is to submit the Title VI Program on **November 1, 2019**. The reason for the extension is due to the fact that the Title VI position had been vacant since January 2019 and it was filled on May 20, 2019 when I joined the Office of Civil Rights. We need the extra time to ensure that the program update is properly completed with the required Board approval.

Now that the position responsible for Title VI compliance has been filled, we expect to be timely in future submittals. I look forward to working with you in my new role.

Let me know if you have any questions.

Sincerely,

Aida B. Berry, Senior Manager  
Civil Rights Programs (Title VI)

Cc: Benjamin Alcazar, Director Civil Rights Programs  
Daniel Levy, Chief of Civil Rights Programs

## Berry, Aida

---

**From:** Little, Lynette (FTA) <lynette.little@dot.gov>  
**Sent:** Friday, May 24, 2019 11:07 AM  
**To:** Berry, Aida  
**Cc:** Dizon, Giuseppe (FTA); Alcazar, Benjamin; Levy, Daniel  
**Subject:** RE: Extension Request for Title VI Program - LACMTA (Recipient ID 5566)

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Thank you Aida.

This is received and the extension is approved. Wish you the very best in your new role and working with you! ☺

Lynette Little  
Civil Rights Officer-Region IX  
U.S. Department of Transportation  
Federal Transit Administration, TRO-9  
90 Seventh Street, Suite 15-300  
San Francisco, CA 94103-6701  
Phone-415-734-9464

Need resources? Check out the FTA Civil Rights links below!

[www.transit.dot.gov/title6](http://www.transit.dot.gov/title6)

[www.transit.dot.gov/eo](http://www.transit.dot.gov/eo)

[www.transit.dot.gov/dbe](http://www.transit.dot.gov/dbe)

And we've even set up a shortcut for TVM: [www.transit.dot.gov/tvm](http://www.transit.dot.gov/tvm)

As always, ADA is found at [www.transit.dot.gov/ada](http://www.transit.dot.gov/ada)

*"Unless otherwise specified, the contents of this message are intended for purposes of informal communication and do not represent official FTA or DOT policy or information."*

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**From:** Berry, Aida [mailto:BerryA@metro.net]  
**Sent:** Friday, May 24, 2019 9:53 AM  
**To:** Little, Lynette (FTA) <lynette.little@dot.gov>  
**Cc:** Dizon, Giuseppe (FTA) <giuseppe.dizon@dot.gov>; Alcazar, Benjamin <AlcazarB@metro.net>; levyd@metro.net <levyd@metro.net>  
**Subject:** RE: Extension Request for Title VI Program - LACMTA (Recipient ID 5566)

Hi Lynette,

Attached is a formal request for an extension as outlined in Giuseppe's email.  
Let me know if you have any additional questions.

I look forward to working with you and Giuseppe in my new role.

~Aida

**Aida Berduo Berry**

LA Metro

Senior Manager, Civil Rights Programs (Title VI)

Office of Civil Rights

213.922.2748

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**From:** Little, Lynette (FTA) [<mailto:lynette.little@dot.gov>]

**Sent:** Thursday, May 23, 2019 4:52 PM

**To:** Berry, Aida

**Cc:** Dizon, Giuseppe (FTA)

**Subject:** RE: Extension Request for Title VI Program - LACMTA (Recipient ID 5566)

Thank you. Please send extension as Giuseppe has outlined.

Thank you,

Lynette Little  
Civil Rights Officer-Region IX  
U.S. Department of Transportation  
Federal Transit Administration, TRO-9  
90 Seventh Street, Suite 15-300  
San Francisco, CA 94103-6701  
Phone-415-734-9464

Need resources? Check out the FTA Civil Rights links below!

[www.transit.dot.gov/title6](http://www.transit.dot.gov/title6)

[www.transit.dot.gov/eo](http://www.transit.dot.gov/eo)

[www.transit.dot.gov/dbe](http://www.transit.dot.gov/dbe)

And we've even set up a shortcut for TVM: [www.transit.dot.gov/tvm](http://www.transit.dot.gov/tvm)

As always, ADA is found at [www.transit.dot.gov/ada](http://www.transit.dot.gov/ada)

*"Unless otherwise specified, the contents of this message are intended for purposes of informal communication and do not represent official FTA or DOT policy or information."*

**From:** Berry, Aida  
**Sent:** Monday, May 20, 2019 1:03 PM  
**To:** Little, Lynette (FTA)  
**Cc:** Alcazar, Benjamin; Levy, Daniel  
**Subject:** Extension Request for Title VI Program - LACMTA (Recipient ID 5566)

Hi Lynette,

I hope all is well with you. I officially joined LA Metro's Office of Civil Rights today as the Senior Manager for Title VI. I am so excited and I look forward to working with you in this new capacity.

I am writing to request a 30-day extension to the Title VI Program Submittal. Currently, it is due on October 1, 2019. Is it possible to submit it on November 1, 2019? This will be helpful as we complete the program update.

Let me know if you have any questions.

~Aida

**Aida Berduo Berry**

Metro Los Angeles  
Senior Manager for Title VI  
Office of Civil Rights  
213.922.2748

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APPENDIX B - Metro Civil Rights Policy



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

**CIVIL RIGHTS  
Civil Rights Policy**

(CIV 5)

**POLICY STATEMENT**

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

**PURPOSE**

This policy ensures that LACMTA programs (including fares, routing, scheduling, and quality of transportation services) are operated without regard to race, color, national origin, religious creed, sex, age (40 and over), physical disability (including HIV and AIDS), ancestry, mental disability, medical conditions (including cancer), marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, genetic information or any other basis protected by federal or state statutes. 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. This policy will be updated annually.

**APPLICATION**

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

  
APPROVED: County Counsel or N/A

  
Department Head

  
ADOPTED: CED  
Effective Date: 5/8/19

## Appendix C – LEP Survey Questions and Employee Survey Results

### LA Metro LEP Focus Group Discussion Guide June 2019

#### a. Introduction:

- Thank you for participating.
- Explain purpose of the interview – to learn how they use Metro and how it could be made easier for non-English speaking riders.
- No right or wrong answers, just want honest opinions.
- Please introduce yourself.

#### b. Metro Usage

- Do you own a car?    Yes    No
- Do you use public transportation?    Yes    No
- What kinds of public transportation do you use? (bus, train, etc.)

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- How often do you use public transportation?

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- For what purposes do you use public transportation? (work, shopping, etc.)

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- IF DON'T USE PUBLIC TRANSPORTATION: Why not?

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#### c. Metro Services

- Have you interacted with Metro other than on a bus or train? In what ways?

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▪ IF NO ANSWER, PROBE:

- ♦ Have you used a tow truck on the freeway, AKA Freeway Service Patrol? If yes, how was that experience?

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- ♦ Have you been to an information meeting for a highway or transit construction project (like Next Gen Project or Our Next LA Project) If yes, how was that experience?

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- ♦ Have you been contacted about a transit project? (like the Westside Subway Extension or the Metro Rail Extension to LAX or the Gold Line Foothill Extension) If yes, how was that experience?

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- ♦ Have you interacted with any other transportation agency in Los Angeles County? If yes, how was that experience?

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**Satisfaction with Metro**

(FOR THOSE THAT DO NOT USE PUBLIC TRANSPORTATION, WE ASKED THEM TO REFERENCE THE EXPERIENCES THEY MAY KNOW OF THEIR FAMILY OR FRIENDS)

- How satisfied are you with public transportation in your area? Why?

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- What are the best parts of Los Angeles public transportation? Worst parts?

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- Would you ride public transportation more if something were different? What?

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- What problems have you encountered with Metro that you feel are specific to those with limited English skills?

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- 
- Are these problems that you face in other parts of life or are they specific to public transportation?

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- Do you find the information put out by Metro to be useful?

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---

- Do you have any trouble understanding information put out by Metro?

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- What suggestions do you have to improve public transportation and Metro to make it easier or better for you?

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- Do you have any further comments for the people who run Metro?

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j. On a scale of 1 to 5 please rate the importance of other critical public services. Very dissatisfied 1 and Very Satisfied 5.

1. Gas 2. Electricity 3. Trash Pickup 4. Mail Service

- Thank you very much for your time in representing your native language. Your comments are valued and appreciated and will be reported to Metro.



- <sub>04</sub> Multilingual phone lines
- <sub>05</sub> Website supported by multilingual texts
- <sub>98</sub> Other (please specify) \_\_\_\_\_

9. Using a scale of 1 to 5, please circle how important it is to you that you can get information or answers to questions about each of the following from Metro in your native language.

	<i>NOT AT ALL IMPORTANT</i>			<i>VERY IMPORTANT</i>	
a. Bus fares (how much it costs)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
b. Bus routes (where buses go)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
c. Service changes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
d. Proposed service changes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
e. Metro website	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
f. Metro telephone center <input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	
g. Metro ticket office	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
h. Signs at the bus stop	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
i. Signs on the bus	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
j. Brochures on the bus	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
k. Brochures in the community	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
l. On the radio	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
m. On the television	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
n. In the newspaper	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

10. What is your native language? \_\_\_\_\_

11. How well do you read English?

<i>NOT AT ALL WELL</i>				<i>VERY WELL</i>
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

12. How well do you speak and understand English?

<i>NOT AT ALL WELL</i>				<i>VERY WELL</i>
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**13. Gender:**

<sub>1</sub> Male      <sub>2</sub> Female

**14. What year were you born?** \_\_\_\_\_

**15. Do you have a valid driver's license?**

<sub>1</sub> Yes      <sub>2</sub> No

**16. How many cars are available to your household?** \_\_\_\_\_ cars

**17. How many people currently live in your household?** \_\_\_\_\_ people

**18. Total household income per year:**

<sub>1</sub> Under \$15,000      <sub>4</sub> \$50,000 - \$74,999  
<sub>2</sub> \$15,000 - \$24,999      <sub>5</sub> \$75,000 or more  
<sub>3</sub> \$25,000 - \$49,999

**Community Connections, LLC  
Theresa Martinez, CEO/President  
315 S. Catalina Avenue, Unit 6  
Los Angeles, CA 91106  
(626)765-9675 Office  
(714) 209-5305 mobile  
[www/communityconnectionsllc.biz](http://www/communityconnectionsllc.biz)**

# ANSWER SUMMARY

## SURVEY INFORMATION

**Survey Title:** LA Metro LEP Survey

**Status:** Closed

**Created Date:** Jun 19, 2019 12:03 PM (GMT-05:00) Eastern [US & Canada]

**Type:** Anonymous

## DATA SUMMARY

**Date Range:** All

**Response Status:** Partial Response, Complete Response

**Report Output:** Use actual question and choice text

- Survey Questions:**
1. Do you regularly encounter limited English speaking members of the public as part of your job?
  2. In a TYPICAL DAY, approximately how many riders/members of the public do you encounter?
  3. Of these, approximately how many would you say are unable to communicate well in English?
  4. How often do you TYPICALLY encounter riders/members of the public seeking assistance who are unable to communicate well in English?
  5. What services or information are those limited English speaking riders/members of the public TYPICALLY seeking? (select all that apply)
  6. Which of these languages do you recognize as being COMMONLY used by limited English speaking riders/members of the public you encounter? (select all that apply)
  7. Of the languages you picked, which languages are most of your limited English speaking riders/members of the public speaking? (select up to 3 choices)
  8. For which of these language groups, if any, could Metro services be improved? (select all that apply),
  9. In what specific ways would you suggest improving Metro services for limited English riders?
  10. Can you speak well in any languages other than English?
  - 10.1. What other languages can you speak well? (select all that apply)
  11. Do you regularly work in more than one area of greater Los Angeles?
  - 11.1. In what specific area of greater Los Angeles do you work?
  - 11.2. In what specific areas of greater Los Angeles do you work? (select all that apply)
  12. What department do you work for?

**"N/A" Answers:** Yes

### **LEP Employee Survey Findings**

This question had more responses than any other question asked in this survey, 34% of 831 employees responded that they do encounter LEP speaking members of the public as part of their job.

1. On a typical day a little over 75% of the 240 who responded come in contact with 1-50 riders/members.

	Choice	Response Percent	Response Total =240
1	Less than 10	45.00 %	108
2	10-50	29.58 %	71
3	51-100	10.42 %	25
4	101-150	4.17 %	10
5	151-200	3.75 %	9
6	201-250	0.83 %	2
7	251-300	0.42 %	1
8	301-350	0.00 %	0
9	351-400	1.25 %	3
10	401-450	0.00 %	0
11	451-500	0.83 %	2
12	501-550	0.42 %	1
13	551-600	0.42 %	1
14	601-650	0.00 %	0
15	651-700	0.00 %	0
16	701-750	0.00 %	0
17	751-800	0.00 %	0
18	801-850	0.42 %	1
19	851-900	0.00 %	0
20	901-950	0.00 %	0
21	951-1,000	0.42 %	1
22	More than 1,000	2.08 %	5

**In a TYPICAL DAY, approximately how many riders/members of the public do you encounter?**

1. 79.5% of employees encounter between 1-50 riders on a typical day that are unable to communicate well in English.

	Choice	Response Percent	Response Total
1	Less than 10	64.02 %	153
2	10-50	25.52 %	61
3	51-100	5.02 %	12
4	101-150	1.26 %	3
5	151-200	1.67 %	4
6	201-250	0.00 %	0
7	251-300	0.42 %	1
8	301-350	0.42 %	1
9	351-400	0.42 %	1
10	401-450	0.00 %	0
11	451-500	0.00 %	0
12	501-550	0.00 %	0
13	551-600	0.00 %	0
14	601-650	0.42 %	1
15	651-700	0.00 %	0
16	701-750	0.00 %	0
17	751-800	0.00 %	0
18	801-850	0.00 %	0
19	851-900	0.00 %	0
20	901-950	0.42 %	1
21	951-1,000	0.00 %	0
22	More than 1,000	0.42 %	1

**Of these, approximately how many would you say are unable to communicate well in English?**



2. Almost half of all employees surveyed (45.3%) encounter on a typical day, riders/members of the public who are seeking assistance because they do not communicate well in English.

	Choice	Response Percent	Response Total
1	Many times a day	21.27 %	47
2	A few times a day	23.98 %	53
3	A few times a week	22.62 %	50
4	A few times a month	16.74 %	37
5	Less than once a month	9.05 %	20
6	Rarely or never	6.33 %	14

**How often do you TYPICALLY encounter riders/members of the public seeking assistance who are unable to communicate well in English?**

3. *Routes/wayfinding, schedules and fares are the top three questions asked by limited English speakers seeking information.*

	Choice	Response Percent	Response Total
1	Routes/wayfinding	78.18 %	172
2	Schedules	44.55 %	98
3	Fares	43.64 %	96
4	Complaints/commendations	23.64 %	52
5	Crime/security	13.64 %	30
6	Accidents	6.36 %	14
7	ADA/accessibility for the disabled	11.36 %	25
8	Discrimination	5.91 %	13
9	Bus conditions (broken equipment, cleanliness, etc.)	10.00 %	22
10	Public information (hearings, board meetings, etc.)	14.55 %	32
11	Service changes/detours	24.55 %	54
12	Other	9.09 %	20
13	I don't know	5.91 %	13

**What services or information are those limited English speaking riders/members of the public typically seeking?**

	Choice	Response Percent	Response Total
1	Arabic	2.73 %	6
2	Armenian	10.91 %	24
3	Cantonese	24.09 %	53
4	Chaozhou	1.36 %	3
5	French	5.00 %	11
6	German	3.64 %	8
7	Greek	0.91 %	2
8	Gujarati	0.45 %	1
9	Hebrew	1.36 %	3
10	Hindi	0.91 %	2
11	Hungarian	0.45 %	1
12	Indonesian	1.36 %	3
13	Italian	1.36 %	3
14	Japanese	21.36 %	47
15	Korean	34.09 %	75
16	Laotian	0.91 %	2
17	Mandarin	30.00 %	66
18	Mon-Khmer, Cambodian	1.82 %	4
19	Persian	3.18 %	7
20	Polish	0.91 %	2
21	Portuguese	1.82 %	4
22	Punjabi	1.36 %	3
23	Russian	6.82 %	15
24	Samoan	0.45 %	1
25	Serbian/Croatian	0.91 %	2
26	Somali	0.45 %	1
27	Spanish	92.27 %	203
28	Tagalog	9.09 %	20
29	Thai	4.55 %	10

30	Tongan	0.45 %	1
31	Ukrainian	1.82 %	4
32	Urdu	0.45 %	1
33	Vietnamese	18.18 %	40
34	None of the above	2.73 %	6

4. Spanish, Korean, Mandarin, Cantonese and Japanese are the top 5 languages commonly used by LEP riders/members of the public per Metro employees, with Spanish language overwhelmingly taking the lead at 92.27% and the Korean language coming in second at 34.09%.

**Which of these languages do you recognize as being COMMONLY used by limited English speaking riders/members of the public you encounter? (select all that apply)**

5. Most limited language speakers that come in contact with these Metro employees of the public are speaking Spanish at 88.83%, following Mandarin at 13.59% and Korean at 13.11%.

	Choice	Response Percent	Response Total
1	Arabic	2.44 %	5
2	Armenian	4.88 %	10
3	Cantonese	15.61 %	32

4	Chaozhou	1.46 %	3
5	French	2.44 %	5
6	German	2.44 %	5
7	Greek	0.49 %	1
8	Gujarati	0.49 %	1
9	Hebrew	0.49 %	1
10	Hindi	0.49 %	1
11	Hungarian	0.49 %	1
12	Indonesian	0.98 %	2
13	Italian	0.98 %	2
14	Japanese	12.68 %	26
15	Korean	18.54 %	38

16	Laotian	0.49 %	1
17	Mandarin	19.02 %	39
18	Mon-Khmer, Cambodian	1.46 %	3
19	Persian	1.95 %	4
20	Polish	0.49 %	1
21	Portuguese	0.49 %	1
22	Punjabi	0.49 %	1
23	Russian	2.93 %	6
24	Samoan	0.49 %	1
25	Serbian/Croatian	0.98 %	2
26	Somali	0.49 %	1
27	Spanish	61.46 %	126
28	Tagalog	2.93 %	6
29	Thai	3.41 %	7
30	Tongan	0.49 %	1
31	Ukrainian	0.98 %	2
32	Urdu	0.49 %	1
33	Vietnamese	9.27 %	19
34	None of the above	20.98 %	43

**Of the languages you picked, which languages are most of your limited English speaking riders/members of the public speaking? (select up to 3 choices)**

6. 112 employees responded to the question. In what specific ways would you suggest improving Metro services for limited English riders? Many of the suggested comments were also shared in the LEP focus groups. Overall most employees want to see Multi-lingual personnel, materials translated in various languages, translated announcements on bus and rail, community information meetings, multilingual phone hotline, bus wrap bilingual signage, touchscreens at bus & rail depots that switch to various languages for route information and LEP information on buses.

Apps that translate English to any language Staff should be available along our lines for the needs of the disabled and those who do not speak English
Making translation services more easily accessible
have more information with different languages.
Having bilingual personal in the stations to assist public.
A touch screen with all route information
Having a Operations Info Specialist available at the populated station platforms to aid and communicate with the patrons who need assistance.
wayfinding and customer assistance (station agents) at 7th/Metro (major transfer hubs)
I think pamphlets are great and station ambassadors are working out well at the major stations, but station ambassadors at general stations are limited. Also, announcements of the TV screens are great as well. I've only been working with LA Metro for 3 weeks now, coming from NYC, and you can see most riders appreciate human contact to inquire about directions and train service. I've noticed a lot of confusion with train system comes the Purple & Red Lines that most people think the Purple Line runs with the Red Line into Hollywood. They will take the Purple Line, not knowing they need to switch off at the Wilshire & Vermont Station to catch the Red Line. I think the announcements on the train could be clearer, at times the announcement comes ...
Hot line access
I feel Metro is very proactive in assisting those that have limited English speaking ability
Everything translated in all materials and wayfinding.
Spanish wayfinding and information.
I work at the call center, have more bilingual operators.
Put more signage in their language at the locations/cities they populate.
Where ever we have an automated voice Metro should use specific languages, so that, no matter how long it is, we are communicating with everyone. If we can change electronic signage to switch like a billboard advertisement, it could help. I think people listen and read better in their own language, so if we could change the automated and electronic versions of how we reach the public, less questions could be needed by individuals direct.
Having tele-prompters that can switch from language to language, having bi-lingual staff which can help customers. Even a multi-lingual phone hotline for customer use.
Make classes available for Metro employees on the most popular languages.
Have posted signs in the most commonly used languages other than English.
higher more bilingual people
Spanish translators via computer screen to patrons aboard or at stations that are automatic.
Announcements about last train and service changes in Spanish.
Raising awareness of staff.

Additional directional Way finders
if there were translators or voice recordings to guide them, since riders that have limited English also have difficulty reading.
Providing English classes so that they may learn English.
Possibly having staff at the TVM's with staff that speak various languages to assist the transit customers. .OR Customer Service agents with phone access to assist customers.
I don't know but it does need to be improved
By creating posters that provide them with the 323-GO-Metro phone number and in different languages provide a brief description on what this phone number is good for. Also at union station having customer service agents with shirts that say "I CAN HELP". This is especially important during peak hours.
Hand written Detour signs and moved stop signs need to be improved with better directions, size and in multiple adjacent locations in English and in other universal directional signs that do not require Language..
Multi language billboards/signage not just Spanish
Hire more bilingual or trilingual personnel.
translate in all the different services that Metro offers in LA County
We need Metro employees who speak those languages
Hand out information where they could get translation.
use of translators,
More community relations managers that speak Cantonese/Vietnamese.
Paid employees extra for speaking a 2nd language would help with customer service.
I believe more community outreach in these languages may help. Lionsbridge is great but only available when I am on a phone line. In person it is more difficult to communicate effectively.
Metro ambassadors at major junctions rather than using light duty members. Especially for union station, imperial & aviation station, and 7th & Metro station. Light duty members and their supervisors do not provide assistance.
N/A
Teach a basic Spanish or other language class that covers just the basic words used to find directions.
Employee Spanish lessons
n/a
We as Metro need to be able to help those people, by encouraging employees to help where we can to get patrons from point A to point B. Just by taking a few minutes out of our day will make ever patron experience better!
An app that they can upload in their phones, that is easy to use, that would translate from their language to English and from English to their language. I have used one in an Android with very limited success. In the iPhone I used it a couple of times with some success.
I suggest that Metro could utilize services that cater to the most commonly spoken languages in the southern California area to benefit all of the non-English speaking population.
post more signs

Educate Metro employees with Spanish as a second language skills.

Get more bilingual operators

Have when riders/members, when purchasing a ticket at the Tap it can be a part that can be in there language which they can understand.

N/A

none they need to learn English

Making sure that you have at least one person or more per shift that is bilingual. And a passenger should not endure a employee saying sorry I cannot help you no Spanish speakers here.

Spanish as a second language classes for Operators.

Bus shrink wrap on occasion should have Metro info not only advertisements

Our wayfinding is terrible even if you speak English. Especially challenging for the disabled. We need language courses. Years ago I had to create a quick reference guide so I could communicate with Spanish speaking individuals. Also, tried to learn basic phrases in Japanese and Chinese-Mandarin.

Hire people that speak the language fluently to bridge the gap.

Signage and literature on Metro's announcements or communications.

Agents should take a Spanish class on how to conduct phone calls with the proper terminology relating to the transit system since there is no script on how to communicate with Spanish callers when they ask for bus and routing information.

Metro should offer translators to community workshops regarding any project that has been released public yet, such as the purple line extension.

I would suggest providing help and services in different languages.

I believe that Metro is already helpful with patrons by providing a card that has multiple languages and a phone number where they can call for assistance. Unfortunately, we cannot all learn to speak 10 different languages to assist the public. Maybe bus drivers can contact BOC and ask for a translator however, as diverse as Metro is, I don't believe that there are that many employees in one room that would speak the language needed.

more signs

It would be great if Metro offered basic language classes for some of these languages. Even conversational courses with an emphasis in transit or giving directions.

More signage, more signage more signage!!! Large signs, large letters, English and Spanish style (as Metro normally does). Signage both in and outside of the Rail system. Route graphics should be in EVERY CAR, posted in MULTIPLE places, line identification signage is desperately needed in stations where 2 or more lines run.

Ensuring the translator they call knows our transportation system. I helped a mandarin speaking man call a translator and the translator had no knowledge of the system, thus was not helpful in assisting the man.

Bring back video screens on the buses and rails to show information and news regarding Metro in multiple languages. This will save paper, going green, instead of having pamphlets in many languages on the bus.
I am not aware or have I heard of any request for something we are no providing for LEP customers.
Have LEP services for all departments not just for routing information.
More community involvement and input when making major changes.
Provide a greater number of individuals providing assistance.
N/A
I think we should have a multi-language sign in the Employment Office with basic information, as well as in the Customer Care units on Plaza Level.
Metro should encourage frontline staff to be or become multi-lingual in languages that Metro deems as prevalent non-English languages. Metro can provide on-site language courses during lunch or remind staff that tuition reimbursement programs include language courses. Metro can also encourage community colleges to advertise their free ESL (English as Second Language) courses to riders on the system.
More published information, many limited English riders are tech savvy. When I walked to Starbucks for coffee in the morning or during lunch when I pass through Union Station I always carry a Metrolink schedule to help out limited English riders and English speaking riders.
None
better signage that does not rely on language
Have translation services available for meetings in Koreatown.
Temporary signs should be in English and Spanish
Signage. Japanese are usually looking for Uber/Lyft, or Flyaway. Signage to Uber/Lyft pick up or Flyaway is not clearly defined on the bus platform. Clear directional signage would help a lot.
more bi-lingual staff in field positions
having all signage and service change announcements in at least 2 other most common languages in addition to English
Offer classes for their employees to speak other languages
Create better wayfinding and information services for LEP riders based on regional demographics. Direct Metro's information and marketing materials directly to these groups.
Translation option in the Metro app
I think Union Station needs additional way finding signs in languages other than English and Spanish.
Potential install of physical translate boxes
Terminals



More Metro Staff located in the field.	
Translators Hot line	
better signage and wayfinding	
I'm pretty sure Metro does Spanish advertising if not more of it should be done. Spanish video on step by step on how to reload or buy a tap card.	
Being patient, when our patrons are seeking help via station interphone.	
Metro should bring back the TV screen on buses and rails. Metro TV screen should be used for information related to Metro and things related to public transportation safety in different languages. The Metro TV screens on buses will help with "Going Green", reduce trash and will be more effective in giving the greater public information regarding Metro and public transportation safety and concerns.	
Go on in-language media	
Offer employees pay to study languages or just hire people that are bi linguistic	
free phone numbers with real not computer assistance	
Signs	
Way finding is always a challenge for non-English speakers, but TVMs are even more challenging when they are not in Chinese.	
providing help stations on major transportation hubs	
Show some infomercials on TV channels of their native language.	
Provide correspondents in different languages.	
Metro can make a program like Rosetta stone available for operators and employees to learn a foreign language	
make announcements like they do in the airport or have the TV screens display the schedules in their native tongue	
I believe my department is currently working on making different languages readily available but throughout the system is harder to decipher.	
Having Bi-lingual employees like myself.	
Metro employers should take a voluntary language (Spanish) class to help improve ridership for limited English speakers.	
Station Agents (Ambassadors) near ticketing area to answer questions about fares, schedules, wayfinding, etc.	
Have some Metro "LEP" phone number cards inside the buses and trains. Also, display an announcement about LEP resources on any station with TV monitors.	
N/A	
Bilingual Classification on job title	

7. 84% of Metro employees surveyed speak well in other languages other than English. This is a valuable resource for Metro to interact with LEP individuals.

	Choice	Response Percent	Response Total
1	Yes	58.00 %	116
2	No	42.00 %	84

**Can you speak well in any languages other than English?**

8. Roughly 97% of the employees surveyed speak either Spanish, Mandarin, Tagalog or French.

**What other languages do you speak well?**

9. Almost half of those surveyed work in more than one area of Greater Los Angeles.

	Choice	Response Percent	Response Total
1	Yes	44.79 %	86
2	No	55.21 %	106

**Do you regularly work in more than one area of Greater Los Angeles?**

10. Of the employees who work in one area, 82% work in Westside/Central/Downtown Los Angeles.

	Choice	Response Percent	Response Total
1	South Bay	2.83 %	3
2	Southeast	1.89 %	2
3	Westside/Central/Downtown Los Angeles	82.08 %	87
4	San Gabriel Valley	5.66 %	6

5	San Fernando Valley	7.55 %	8
6	North County	0.00 %	0

**In what specific area of Greater Los Angeles do you work?**

**11.** Of the employees who work in more than one area, 89% work in Westside/Central/Downtown Los Angeles

	Choice	Response Percent	Response Total
1	South Bay	44.19 %	38
2	Southeast	31.40 %	27
3	Westside/Central/Downtown Los Angeles	89.53 %	77
4	San Gabriel Valley	43.02 %	37
5	San Fernando Valley	34.88 %	30
6	North County	12.79 %	11

**In what specific areas of Greater Los Angeles do you work?**

## **Appendix D – Metro Title VI Equity Policies Public Participation**

Metro developed the Title VI Equity Policies with public participation as outlined in FTA Circular 4702.1B. Staff presented at six public meetings as follows:

- **September 4, 2019** – San Fernando Valley Service Council Meeting
- **September 9, 2019** – San Gabriel Valley Service Council Meeting
- **September 11, 2019** – West Side Central Service Council Meeting
- **September 12, 2019** - Gateway Cities Service Council Meeting
- **September 13, 2019** – South bay Service Council Meeting
- **September 19, 2019** – Executive Management Board Committee Meeting
- **September 25, 2019** – Community Advisory Council Meeting

Agendas are attached for reference.

# Agenda

Wednesday, September 4, 2019  
6:30PM

San Fernando Valley Service Council  
Regular Meeting

Marvin Braude San Fernando Valley  
Constituent Center  
6262 Van Nuys Boulevard  
Van Nuys, CA 91401

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Local Lines 164, 233, 236/237, Metro Rapid Lines 744, 788, and Metro Orange Line.

## Call to Order

### Council Members:

Yvette Lopez-Ledesma, Chair  
David Perry, Vice Chair  
Carla Canales Cortez  
Jenny Daniels Freese  
Robert Gonzales  
Rosalba González  
David Perry  
Jess Talamantes  
Dennis Washburn  
Donald Weissman

### Officers:

Karen Swift, Community Relations Manager  
Dolores Ramos, Chief Administrative Analyst  
Carlos Rico, Interim Transportation Planner  
Lourdes Álvarez, Transportation Associate

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ដើម្បីទិញធានារ៉ាប់រងអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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Los Angeles County  
Metropolitan Transportation Authority

**Metro**

## Service Council Decorum Policy

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

Adopted February 1, 2017

## Please turn off cell phones or place them on silent.

1. PLEDGE of Allegiance
2. APPROVE August 7, 2019 Minutes, Councilmembers
3. RECEIVE Title VI Update, Aida Berry, Senior Manager, Office of Civil Rights
4. DISCUSS FY20 Line Ride Schedule, Councilmembers
5. RECEIVE Line Ride Report, Councilmember
6. RECEIVE Regional Service Performance Report, Carlos Rico, Interim Transportation Planner
7. PUBLIC Comment for items not on the agenda
8. CHAIR and Council Member Comments  
Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

## ADJOURNMENT

### **Pending Council Items with tentative schedule dates, subject to change. Verify by consulting official posted agendas.**

- TAP Programs update –October 2019
- Metro Transit Security Update –October 2019
- Metro Transit to Parks Plan – pending confirmation
- DASH Service Updates –January 2020
- Metrolink SCORE Program to be scheduled as agenda permits
- Bus & Rail Car Inspection Program –to be scheduled as agenda permits

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

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

# NOTE CHANGE IN MEETING ROOM

Monday, September 9, 2019  
5:00 PM

## Agenda

San Gabriel Valley Service Council  
Regular Meeting  
Metro El Monte Station  
Next to Metro Bike Hub  
3501 Santa Anita Ave. (Santa Anita Ave. & Ramona Blvd.)  
El Monte, CA 91731

All Metro meetings are held in ADA accessible facilities. Meeting location served by all Metro, Foothill Transit and El Monte Shuttle lines serving the El Monte Station.

### Call to Order

Council Members:  
David Diaz, Chair  
Valerie Gibson, Vice Chair  
Harry Baldwin  
Peter Chan  
Roger Chandler  
Alex Gonzalez  
John Harrington  
John Harabedian  
Diane Velez

Officers:  
Wayne Wassell, Transportation Planning Manager  
Lilian De Loza, Community Relations Manager  
Dolores Ramos, Chief Administrative Analyst  
Carlos Rico, Transportation Associate  
Lourdes Álvarez, Transportation Associate

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Los Angeles County  
Metropolitan Transportation Authority

**Metro**



## Service Council Decorum Policy

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

Adopted February 13, 2017

**Please turn off cell phones or place them on silent.**

1. PLEDGE of Allegiance
2. APPROVE Minutes of July 8,2019 Meeting, Councilmembers
3. RECEIVE Title V I Update, Aida Berry, Senior Manager, Civil Rights Programs (Title V I)
4. RECEIVE Express Lanes Update, Daniel Tran, Transportation Planning Manager, Congestion Reduction
5. RECEIVE Regional Service Performance Report, Wayne Wassell, Transportation Planning Manager
6. PUBLIC C O M M E N T for items not on the Agenda  
Members of the public may address the Council for up to 2 minutes per item, or at the discretion of the Chair.
7. CLOSING Remarks, Council Members and Staff  
Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

**ADJOURNMENT**

**A D A and Title V I Requirements:** Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for Metro sponsored meetings and events.

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# Agenda

Wednesday, September 11, 2019  
6:00PM

Westside/Central Service Council  
Regular Meeting

Metro Headquarters Building  
1 Gateway Plaza  
3<sup>rd</sup> Floor Board Room  
Los Angeles, CA 90012

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Rail Red, Purple and Gold Lines; Metro Local Lines 40, 68, 70, 71, 76, 78, 79, 378, and 489; Metro Rapid Lines 704, 728, 733, 745, 770 and Metro Silver Line. Also served by LADOT, Foothill Transit, Santa Monica Big Blue Bus, Orange County Transportation Authority, Torrance Transit, Santa Clarita Transit and Antelope Valley Transit.

## Call to Order

Council Representatives:  
David Feinberg, Chair  
Martha Eros, Vice Chair  
Madeline Brozen  
Alfonso Directo Jr.  
Perri Sloane Goodman  
Ernesto Hidalgo  
Elliott Petty  
Desa Philadelphia  
George Taule

Officers:  
Carl Torres, Transportation Planning Manager  
Patrick Chandler, Community Relations Manager  
Dolores Ramos, Chief Administrative Analyst  
Matthew Marquez, Community Relations Officer  
Carlos Rico, Transportation Associate  
Lourdes Álvarez, Transportation Associate

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Los Angeles County  
Metropolitan Transportation Authority

**Metro**

## Service Council Decorum Policy

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

Adopted February 8, 2017

**Please turn off cell phones or place them on silent.**

1. ROLL Call
2. APPROVE Minutes from July 10, 2019 Meeting, Councilmembers
3. RECEIVE Purple Line Extension Section 1 Naming Process Overview, Ned Racine, Principal Community Relations Officer
4. RECEIVE Sepulveda Transit Corridor Update, Peter Carter, Senior Transportation Planning Manager
5. RECEIVE Title VI Update, Carl Torres, Transportation Planning Manager
6. CONSIDER Changing Date of October 2019 Meeting (Yom Kippur), Councilmembers
7. RECEIVE Regional Service Performance Report, Carl Torres, Transportation Planning Manager
8. PUBLIC Comment for items not on the agenda
9. CHAIR and Council Member Comments  
Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

#### **ADJOURNMENT**

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

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

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

# Agenda

Gateway Cities Service Council  
Regular Meeting

Thursday, September 12, 2019  
2:00PM

Salt Lake Park Community Center Lounge  
3401 E Florence Ave  
Huntington Park, CA 90255

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Lines 111 and 612.

## Call to Order

Council Members:  
Karina Macias, Chair  
Al Rios, Vice Chair  
Maria Davila  
JoAnn Eros-Delgado  
Danny Hom  
Samuel Peña  
Wally Shidler  
Joe Strapac  
Lori Y. Woods

Officers:  
Julia Brown, Community Relations Manager  
Dolores Ramos, Chief Administrative Analyst  
Chad Kim, Sr. Transportation Planner  
Carlos Rico, Interim Transportation Planner  
Lourdes Álvarez, Transportation Associate

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

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

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323-466-3876

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Los Angeles County  
Metropolitan Transportation Authority

**Metro**

## Service Council Decorum Policy

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- B . Addressing the Service Council. No person shall address the Service Council until he/she has first been recognized by the Chair. All persons addressing the Service Council shall give their name for the purpose of the record.
- C . Removal from the Service Council Meeting Room. At the discretion of the Chair or upon vote of the Service Council, the Chair may order removed (or censure a speaker) from the meeting any person who commits any of the following acts of disruptive conduct in respect to a regular, adjourned regular or special meeting of the Service Council:
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  4. Any other interference with the due and orderly course of said meeting. Any person so removed shall be excluded from further attendance at the meeting from which he/she has been removed, unless permission to attend is granted by a motion adopted by a majority vote of the Service Council, and such exclusion shall be executed by the Sergeant-at-Arms, or designee, upon being so directed by the Chair. It is at the discretion of the Service Council to allow the individual to remain at the meeting after censure. The motion to censure may, at the Chair's direction, also include a prohibition from further public comment at the meeting, except as in writing and in accordance with the spirit of this policy, submitted to the Service Council staff for consideration and inclusion in the record.
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Adopted February 9, 2017

**Please turn off cell phones or place them on silent.**

**Requests to Address the Service Council on Agenda Items**

All requests from members of the public to address the Council on agenda or non-agenda items shall be submitted to the Service Council staff in writing. Requests to speak shall be taken in the order received. The Service Council reserves the right to limit redundant or repetitive public comment.

At the conclusion of each item's presentation, the Chair will call on public speakers who have submitted public comment cards for the item. Each speaker will have two minutes to comment on each item; at the Chair's discretion, a speaker may be allowed more time.

1. PLEDGE of Allegiance
2. ROLL Call
3. APPROVE Minutes from July 10,2019 Regular Meeting, Councilmembers
4. RECEIVE Transportation School Overview, Pamela Christian, Director, E3 Youth Initiative (Expose, Educate, and Employ), Metro Transportation School
5. RECEIVE Title V I Update, Aida Berry, Senior Manager, Office of Civil Rights
6. RECEIVE Line Ride Report, Council member Joe Strapac
7. DISCUSS FY20 Line Ride Calendar, Councilmembers
8. RECEIVE Regional Service Performance Report, Chad Kim, Sr. Transportation Planner
  
9. PUBLIC Comment for items not on the Agenda
  
10. CHAIR and Council Member Comments

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

#### **ADJOURN M ENT**

**A DA and Title V I Requirements:** Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for Metro sponsored meetings and events.

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

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# Agenda

Friday, September 13, 2019  
9:30 AM

South Bay Cities Service Council  
Regular Meeting

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Inglewood City Hall  
Conference Room A  
One Manchester Blvd.  
Inglewood, CA 90301

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Lines: 40, 111, 115, 212/312, and Rapid Line 740.

## Call to Order

Council Members:  
Ralph Franklin, Chair  
Don Szerlip, Vice Chair  
Ernie Crespo  
Charles M. Deemer  
Luis Duran  
Elaine Jeng  
Meighan Langlois  
Roye Love  
Dan Medina

Officers:  
Scott Greene, Transportation Planning Manager  
Mark Dierking, Community Relations Manager  
Dolores Ramos, Chief Administrative Analyst  
Carlos Rico, Interim Transportation Planner  
Lourdes Álvarez, Transportation Associate

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เมื่อมีข้อสงสัยจากผู้ขับขี่ Metro กรุณา โทรหาหมายเลข 323.466.3876

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Los Angeles County  
Metropolitan Transportation Authority

**Metro**

## South Bay Service Council Decorum Policy

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

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

Adopted December 9, 2016

*Note: Times listed are approximations of when the item is expected to be addressed; actual time and duration of the presentation and discussion may vary.*

**Please turn off cell phones or place them on silent.**

1. PLEDGE of Allegiance
2. ROLL Call and Introductions
3. SAFETY Tip
4. APPROVE Minutes from August 9, 2019 Meeting, Councilmembers
5. RECEIVE Metro Transportation School Overview, Pamela Christian, Talent Acquisition Director (9:35 a.m.)
6. RECEIVE Title VI Update, Aida Berry, Senior Manager, Office of Civil Rights(10:05 a.m.)
7. RECEIVE Regional Performance Report, Scott Greene, Transportation Planning Manager (10:35 a.m.)
8. Council Member Comments and Line Rides (10:55a.m.)

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

PUBLIC Comments for Items not on the Agenda (11:25 a.m.)

**ADJOURNMENT**

*A member of the public may address the Council on agenda items, before or during the Council's consideration of the item for up to 5 minutes per item, or at the discretion of the Chair.*

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

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

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

Wednesday, September 25, 2019 6:00 PM-8:00 PM

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## Agenda

Los Angeles County  
Metropolitan Transportation Authority

### Citizens' Advisory Council General Assembly Meeting

Metro Headquarters Building  
Union Station Conference Room, 3<sup>rd</sup> Fl.  
One Gateway Plaza  
Los Angeles, CA 90012

Conference Call Number: (605) 313-5111  
PIN: 711161

***CALLS WILL BE MUTED—  
MUST BE PRESENT TO PARTICIPATE***

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#### Councilmembers:

Brian Bowens, Chair  
Tammy Ashton, Vice Chair  
Hank Fung, Secretary  
Tony Banash, Chair Emeritus  
Daniella Alcedo  
Greg Anderson  
James Askew  
Darrell Clarke  
Michael Conrad  
Russ Davies  
Malcolm Harris  
Danielle Lafayette  
David Lara  
Anna Martin  
Keith Martin  
Penelope Meyer  
Jazmin Ortega  
Anne Reid  
Wally Shidler  
Dalila Sotelo  
Bob Wolfe

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This meeting location is served by;

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**Metro Bus Lines:** 40, 68, 70, 71, 76, 78, 79, 485, 487, 704, 728, 733, 745 and Silver Line.

**Municipal Carriers:** DASH D, Foothill Transit Silver Streak, Santa Monica Big Blue Bus 10.

PARKING is available beneath the Union Station Gateway Headquarters building on P2 or P3. Enter off of Vignes. Validations will be provided.

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

LIMITED ENGLISH PROFICIENCY: Upon request, interpreters are available to the public for MTA sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request. All requests for reasonable accommodations, interpretation services and materials in other languages must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please submit requests by calling [\(213\) 922-4600](tel:2139224600) between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Individuals with hearing or speech impairment may use California Relay Service 711 + Metro phone number.

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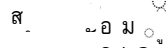
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## AGENDA

### PM

6:00 1. Call to Order: Pledge of Allegiance, Welcome and Introductions

2. Administrative items (10 min)

- a. Approve Meeting Minutes- August 2019 (Action)
- b. Reminder of change in Executive Committee time
- c. Use of Rosenberg's Rules of Order ( Print <http://www.soronc.org/files/documents/RosenbergsRulesCheatSheet.pdf> f  
Link to - have available in binder [https://www.cacities.org/Resources/Open-Government/RosenbergText\\_2011.aspx](https://www.cacities.org/Resources/Open-Government/RosenbergText_2011.aspx)
- d. Brief updates from standing committees (if any)

3. Title VI program update (40 min)  
(20 min presentation + 20 for question and public comment)

4. Brown Act/Ethics training (40 min)  
(20 min presentation + 20 for question and public comment)

5. Scope of congestion pricing focus area (20 min)  
Congestion pricing Metro Board item:  
<https://metro.legistar.com/LegislationDetail.aspx?ID=4136579&GUID=5EB02860-00DA-4570-93F4-97A16F5B8A71&Options=&Search=&FullText=1>

The objectives of the Study included the following:

- To investigate the feasibility and framework for testing and implementing pricing strategies to reduce traffic congestion and to dramatically improve equity, mobility, and environmental outcomes
- To extensively, comprehensively, and genuinely engage stakeholders and the public in this Study process to help solve the traffic problems in Los Angeles County and develop widespread support for a pilot program
- To identify location(s) for a pilot program and establish an implementation plan.]

6. Articles of note

7. Public Comment, Non-Agenda Items (2 minutes per speaker)

8. Consider items not on the posted agenda, including items to be presented and referred to committee members and/or staff; items to be placed on agenda for action at a future CAC meeting; and items requiring immediate action due to an emergency situation or where the need to take action came to the attention of the CAC subsequent to posting of the agenda.
9. Adjournment

**Please Note: Times, as indicated above, are approximate. This CAC meeting is scheduled from 6:00 PM – 8:00 PM. Therefore, meetings are subject to an 8:00 PM adjournment time as the subject of discussion and questions posed by the Council dictate.**

**PUBLIC COMMENT WILL BE TAKEN AFTER EACH AGENDA ITEM FOR A MAXIMUM OF TWO-MINUTES PER SPEAKER. COMMENTS ON NON-AGENDA ITEMS BUT WITHIN THE SUBJECT MATTER JURISDICTION OF THE CAC WILL BE HEARD AT THE END OF AGENDA FOR A MAXIMUM OF TWO-MINUTES PER SPEAKER**

**CAC MEMBERS PLEASE *R.S.V.P* TO (213) 922-1249.**

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## **Appendix E – Public Participation Plan**



# 2019 Public Participation Plan




Los Angeles County  
Metropolitan Transportation Authority

**Metro**<sup>®</sup>



# Executive Summary



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

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

Every three years, Metro updates the Public Participation Plan per the requirements listed above. As of the last update in 2016, the Plan was released in early 2019 for the public to review and provide input. The Draft 2019 Plan and its draft revisions, included:

- > Metro's Equity Platform Framework
- > Organizational changes to the Metro Community Relations Department
- > Updated case studies that reflect Metro's commitment to reach the public in ways beyond traditional methods



Metro sought input from the public for the Plan from, March 6, 2019, to Friday, April 12, 2019, to ensure we are doing the best we can to inform the public about Metro projects, programs and initiatives. Metro staff received 84 comments and updated the Plan based on new outreach tools that could support Metro’s commitment to go above and beyond federally-prescribed requirements.

The updates incorporated into this Final Plan include:

- > Added “limited education attainment levels” (see pages 5, 7, 9)
- > Further updated the Equity Platform Framework language and included links to the Framework’s activation plan (see page 6)
- > Added language on an agency-wide Community-based Organization Strategy (see page 7)
- > Added active transportation language and bike statistics to our outreach efforts (see page 2)
- > Added faith-based and community-based institutions for meeting locations (see page 8)

Metro appreciates all the input received on the 2019 Public Participation Plan and looks forward to how it will serve as a guide for implementing public engagement programs for the entire agency.

For more information on the Plan, visit: [metro.net/publicparticipationplan](https://metro.net/publicparticipationplan).



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# 1. Introduction to Metro's LA County Stakeholders

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

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

## I. Introduction

### 1.1 Service Area & Agency Functions

On a daily basis, Metro rolls out more than 2,228 buses to 15,967 stops for 183 bus routes covering 1,433 miles of bus service area with over one million average daily boardings. On the 100 miles of light and heavy rail, another 330,000 daily boardings are logged. Total system wide monthly boardings often exceed 34 million. Metro ExpressLanes operates 75.4 lane miles with 42 million annual trips on the I-10 and I-110 corridors. In addition, Metro Bike Share operates 1,300+ bikes at 130+ stations. As of July 2019, over 760,000 trips and over 2.3 million bicycles miles have been served by Metro Bike Share. Metro also provides services, such as the Freeway Service Patrol and Go511, to assist LA County residents with transportation needs.

Metro plans, funds, constructs and operates public transportation for 4,751 square miles of land area for the benefit of nearly 10 million residents, which makes LA the most populous of California's 58 counties. The remainder of Southern California's surrounding counties adds more than 11 million residents to comprise a greater regional population totaling over 21 million. Agency accountability for conveying information to the people of the 88 cities and the unincorporated areas that lie within LA County's borders requires a commitment to appreciate the diverse composition of stakeholders who have been identified in American Community Survey data as 48.1% Hispanic, 27.2% white, 13.8% Asian, 8.0% African American and a broad spectrum of ethnicities that make up the remaining 2.9%. Of the population, 14.6% have earnings below the poverty level, 50% of the population is male, 50% of the population is female and 43.5% of the population is age 40 or older. Additionally, 32 languages with multiple dialects have been identified with 1,000 or more language practitioners. LA County is a multi-cultural environment and a transportation hub for the region, the state and the world.



# Metro Service in LA County in 2018

Population: 10.1 million  
(U.S. Census, 2018 estimate)

**330,000**

average daily Metro rail boardings



**1 million**

average daily Metro  
bus boardings



**42 million**

ExpressLanes trips annually



**760,000**

total Bike Share trips  
as of July 2019





## 2. Goals & Guiding Principles

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

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

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

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

Popular education methods are an educational approach that encourages people to teach and learn from each other about issues that matter most in their lives; it sees all participants as learners and teachers. These methods include brainstorming, cooperative learning, group exercises and interactive games. Like participatory planning, popular education involves and empowers the entire community in the planning process. "What is Popular Education?"; *The Popular Education News*, [popednews.org/newsletters/definitions.html](http://popednews.org/newsletters/definitions.html)





***The Metro Equity Platform Framework. Access to opportunity is a core objective of public decision-making, public investment and public service—and transportation is an essential lever to connect communities to opportunities that they cannot access due to the lack of transportation options. Unfortunately, there exists vast disparity among neighborhoods and individuals in LA County in their connection to opportunities for jobs, housing, education, health and safety, among other basic needs to ensure high quality of life. A multi-point equity platform provides a basis for Metro to actively lead and partner in addressing such disparities.***

## 2.1 Metro Equity Platform Framework

Metro Equity Platform Framework Board Report, February 15, 2018. File #2017-0912, Executive Management Committee, Agenda Number 33. [https://media.metro.net/about\\_us/committees/images/report\\_tac\\_epf\\_2018-03.pdf](https://media.metro.net/about_us/committees/images/report_tac_epf_2018-03.pdf).

Additionally in January 2019, Metro released its Equity Platform Framework Fiscal Year 2019 Activation Plan, which outlined a set of activities that Metro pursued to implement the Metro Equity Platform Framework. <https://boardagendas.metro.net/board-report/2018-0580/>

Since Metro’s adoption of the Metro Equity Platform Framework in March 2018, various community-based organizations have expressed the community’s desire for equity to be integrated into the public participation process. Metro understands the critical need for equity to be at the forefront of the public participation process throughout the life cycle of all Metro projects, programs and initiatives. As such, Metro will ensure an open and transparent public participation process that empowers low-income communities and communities of color, by removing barriers to participation in decision-making that affects these communities.

## 2.2 Community-based Organization (CBO) Strategy

Metro is strengthening its relationships with community-based organizations, and in so doing, ensuring that those relationships and partnerships align with the Equity Platform Framework to continue reaching LA County's most vulnerable populations, including those in urban and rural areas, ethnic and cultural groups, underserved and under-represented communities, populations with limited education attainment and people with disabilities.

## 2.3 Minimum Baseline Thresholds for Public Outreach

Metro has established eight Minimum Baseline Thresholds for Public Outreach (see page 8) and grounded this Plan with these principal strategies to ensure that surrounding neighborhoods, individuals and civic engagement organizations are involved in all stages of the life cycle of each project, program or initiative, from planning to implementation. Metro encourages public participation at every decision opportunity, including:

The Minimum Baseline Thresholds for Public Outreach outlined here are in addition to the guidelines for public hearings on fares and service changes that are described in *Metro's Title VI Program Update*, at [metro.net/civilrights](http://metro.net/civilrights).

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



## Outreach Methods & Descriptions

### COMMUNITY MEETING & PUBLIC HEARING NOTICING



- > Stakeholders will be given a minimum of 10 days' notice for all Metro-hosted community meetings and public hearings.
- > Notices will be provided in English and Spanish at a minimum and translated into multiple other languages as demographics indicate.
- > Ads and take-one notices will be placed on adjacent buses and trains for specific area meetings whenever possible.
- > Meeting and hearing materials will also be posted online for those who are unable to attend in person. Additionally, when possible, meetings will also be shared digitally using webcasts, webinars and other online platforms.

### COMMUNITY MEETING & PUBLIC HEARING LOCATIONS AND TIMES



- > Metro-hosted community meetings and public hearings will be held at ADA-compliant venues, and are accessible or convenient for transit riders and bicyclists.
- > Meetings will also be at times that are flexible around working hours, and when most convenient for stakeholders, such as at night-time and on the weekends.
- > Venues will be near the communities of interest, which can include faith-based and community-based institutions.

### COMMUNITY MEETING LANGUAGE TRANSLATION

Metro's 2019 LEP Plan Four Factor Analysis can be found in the Title VI Program Update, which will be available at [metro.net/civilrights](http://metro.net/civilrights).



- > Community meeting materials and live translation will be provided in English and other languages spoken by significant populations in the project area, as resources allow, and as outlined in [Metro's \(LEP\) Plan Four Factor Analysis](#).
- > Language translation will be performed by fluent speakers.
- > Additional languages and ADA accommodations, such as large print and Braille, will be provided upon request with at least three working days' (72 hours) notice.

### PUBLIC HEARING LANGUAGE TRANSLATION & DOCUMENTATION



- > Public hearing materials and live translation will be provided in English and Spanish at a minimum.
- > Other languages and ADA accommodations, such as large print and Braille, will be provided upon request with at least three working days' (72 hours) notice. Language translation will be performed by fluent speakers.
- > Court reporters will also document the hearing proceedings and public comments.

**NEIGHBORHOOD/  
COMMUNITY LENSES**



- > Metro will look at community decision-making processes through several lenses, including neighborhood and community values, LA County community structures, urban and rural areas, and ethnic and cultural groups.
- > Metro will pay attention to users who are under-represented, with limited education attainment and have disabilities.

**NON-TRADITIONAL  
METHODS**



- > Metro will strive to use videos, pictures, examples, participatory planning tools (such as interactive maps and activities), real-life examples, art and other digital tools that may be available whenever possible to explain harder-to-decipher technical details, and increase public awareness and understanding.

**ONLINE LANGUAGE  
TRANSLATION**



- > The website *metro.net*, which was updated within the last few years, provides web visitors with transportation information assistance in seven languages in addition to English.
- > Additionally, Metro will offer Google Translate on every webpage for language accessibility above Title VI requirements.
- > Metro’s website content will also be ADA-accessible; it will be compatible with screen-reading devices for individuals with visual impairments.

**TELEPHONE INTERPRETATION**



- > Metro’s Customer Care Department will provide patrons with LEP with transportation information assistance in over 200 languages by utilizing a third-party language interpretation service.
- > Telephone interpretation will also be ADA accessible; Metro’s Customer Service line will be accessible with California Relay Line [ddtp.cpuc.ca.gov/default1.aspx?id=1482](http://ddtp.cpuc.ca.gov/default1.aspx?id=1482).
- > In addition to Customer Care, Metro Rail Operations will utilize the third-party languages interpretation service to provide information and emergency response to LEP patrons who contact the Rail Operations Center (**ROC**) using the communication devices (G-Tel, P-Tel, and E-Tel) located on rail platforms.

## 2. Goals & Guiding Principles

### 2.4 Public Participation Plans for Individual Studies and Initiatives

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

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

Each Metro study has an individual public participation plan that targets the specific needs of the stakeholders of a project that frequently goes above and beyond Metro's baseline thresholds for public participation. Metro includes evidence in this document of successful public participation efforts that have influenced decisions regarding both mode and design by communities who, by definition, are considered within the [environmental justice framework](#).

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

Metro's 2019 LEP Plan Four Factor Analysis can be found in the [Title VI Program Update](#), at [metro.net/civilrights](http://metro.net/civilrights).

See Attachments 2 and 3 for maps on these projects.



# 3. Implementation of the Guiding Principles

## An Integrated Team for Stakeholder Engagement & Continuity



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

Those teams are:

- > Local Government and External Affairs (LGEA)
- > Community Relations Program Management
- > Special Projects
- > Community Education



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

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



### 3.1 Local Government and External Affairs (LGEA)

- > 88 Cities
- > Six Councils of Government (COGs)
- > Five LA Supervisorial Districts
- > League of Cities
- > EIS/R Scoping & Public Hearings
- > Community Meetings
- > Five Metro Service Councils
- > NextGen Working Group
- > Citizens Advisory Council
- > Technical Advisory Committee
- > Policy Advisory Council

At the core of LGEA is the understanding that members of a community live, work and travel in local jurisdictions within LA County. In this baseline acknowledgment, there are qualities and characteristics of a community that are known, such as the cultural or ethnic composition and values that may be expressed and reflected through local elected representation. When a study or initiative is taken up by Metro, this information is integral to the design and implementation of a public participation program that will incorporate these factors. In addition, a number of other considerations, such as convenient meeting locations, announcements in local publications and identification of organizations, serve, in combination, to establish both qualitative and quantitative standards for engagement.

When consultant support is part of the plan, great effort is made to contract with outreach specialists who have a depth of knowledge about a study area, including bilingual skills for the diverse needs of communities. Consultants must provide detailed written records of public feedback to Metro for every meeting they attend and every touchpoint they have with the community. Metro must consider all comments—positive and negative—and employ them to affect meaningful decisions. When multiple jurisdictions are involved in the joint study or initiative (for example, when SCAG, Caltrans and/or other agencies partner with Metro), Metro will ensure that at least the minimum baseline thresholds outlined in this Plan are upheld.

As the Metro system ages and expands, the need to address and resolve day-to-day operational issues is increasingly important. LGEA managers coordinate internally with Operations, Planning, Customer Care and other business units to build strategic relationships with the 88 cities of LA County, Councils of Government (COGs), business and civic organizations and other key stakeholders around the county on behalf of Metro. A lead Community Relations Manager is assigned to each geographic area of the county, including the outlying areas. He or she will identify opportunities to develop new and enhance existing partnerships with cities and stakeholders, and regularly attend city council meetings; bring issues or concerns to resolution proactively; and lead outreach efforts for all agency initiatives, bus and rail operations, planning studies, projects and programs. These managers lead all communications on operational issues and respond quickly to complaints, comments and suggestions from these stakeholders. They are also assigned to support Metro's Service Councils, Citizens Advisory Council and other established advisory committees.

### 3.1.1 Metro Service Councils

To continuously address Metro’s bus and rail service issues, five sub-regional Service Councils have been established. The Metro Service Councils are staffed by Operations personnel with participation from Local Government and External Affairs. Councilmember appointments are made by local jurisdictions and COGs for approval by the Metro Board of Directors. As a condition of membership, councilmembers must live, work or represent the communities within the boundaries of the designated regions they represent. These councils meet monthly, receive public input on Metro service, review and recommend service changes, receive presentations on all agency initiatives and meet quarterly with the Chief Executive Officer of the agency. All Service Council Meetings are publicly noticed in accordance with the Brown Act and, as such, are open to the public. **The councils, which have been active for over a decade, have proven to be a valuable, sustained source of community input and meaningful public participation.**

Service Councils webpage: <https://metro.net/about/local-service-councils/>

### 3.2 Community Relations Program Management

- > **Construction Mitigation**
- > **State of Good Repair**
- > **Community Leadership Councils**
- > **Stakeholder Working Groups**
- > **Eat, Shop, Play Local**
- > **Business Solutions Center**

When a project proceeds into construction, the Community Relations Program Management team steps in to manage the community impacts called out in the environmental planning documents. This team is the beneficiary of the expertise developed in the study and planning stage where very specific issues have been memorialized and now require in-the-field strategies for palliative measures that sustain communities through the rigors of system construction. Metro’s Project Management team is co-located in field offices with the project team, including Construction Management and the contractor.

In July 2013, Metro’s Board of Directors approved a Metro Construction Relations Model to support construction mitigation for all transit and highway projects. This model established a baseline of outreach and communications efforts that communities affected by construction can expect. It includes pre-construction surveys of residents and businesses, methods and strategies for keeping the public informed, processing and response to complaints, palliative measures for construction impacts, maintaining safety, access and business visibility, and informing the public of claims procedures. Public participation during construction includes regularly scheduled public meetings conveniently located within the community. Significantly, most contact with the community is via one-on-one interaction with the Community Relations Program Management staff that is available daily and, if required, around the clock, to address community concerns. Almost every Metro project is staffed with bilingual expertise reflective of the ethnicity and LEP population of the project area. Informational materials are distributed in as many languages as necessary to successfully communicate project information to the community, including all time-sensitive notifications. For continued public participation through the end of the project, Metro holds regularly scheduled community meetings where input on construction timelines and activities are shared and feedback is sought regarding traffic controls, hours of work and possible impacts to scheduled community events or activities.

### 3. Implementation of the Guiding Principles

Community Relations Program Management also oversees two leadership councils formed as mitigation measures to support project construction. They are:

- > **Crenshaw/LAX Community Leadership Council (CLC)** is another example of a corridor-based transportation advisory body, which was formed in 2010, for the purpose of sustained involvement by representatives who serve as liaisons to the greater community as this light rail transit project is brought to fruition into operations.
- > **The Regional Connector Community Leadership Council (RCCLC)** was formed in 2012 to provide a continuum of station-area working groups to advise Metro through construction.

### 3.3 Community Education

- > **Presentations to Schools & Community Organizations**
- > **Safety Ambassador Program**
- > **Safety Orientation Tour**
- > **On the Move Riders Clubs**
- > **Student Field Trip Program**
- > **Metro in the Community**

Metro's Community Education (**MCE**) Team is responsible for increasing transit safety awareness and providing education to residents of LA County who interact with Metro's public transportation system through various safety programs. This includes safety on Metro's rail lines, bus system and bicycles.

The programs serves diverse communities across the county with a strong emphasis in the neighborhoods within a 1.5-mile radius from all Metro at-grade light rail lines. The MCE Team employs a comprehensive, year-round community outreach plan that engages schools, community centers, libraries, health institutions and places of worshi. In addition, outreach is extended to communities with access to Metro's transit system.

MCE's programs enhance transit safety through informative and site-specific presentations, Rail Safety Orientation Tours, participation at community events, deployment of Rail Safety Ambassadors and outreach to the older adult community. Metro's Community Education team understands the diversity of LA County and tailors its outreach efforts to achieve effective community engagement.

### 3.4 Special Projects

- > **Regional Faith Leaders Roundtable**
- > **City of LA Local Government**
- > **Active Transportation and First/Last Mile Outreach**
- > **Metro Speaker's Bureau**
- > **Central Los Angeles Projects, Programs & Initiatives**
- > **Public Participation Plan**

Special Projects team serves as the area manager for the Los Angeles City Hall, the County's Central Los Angeles region and Metro's Countywide Multi-faith Leaders Outreach Initiative. The team focuses on the following:

- > Building relationships with a wide range of stakeholders
- > Organizing and leading Metro's Countywide Multi-faith Leaders Outreach effort
- > Facilitating coordination with City officials and staff for Metro's projects, programs and initiatives in the City of Los Angeles and Central Los Angeles
- > Coordinating outreach programs for Metro's active transportation and First/Last Mile projects countywide (e.g. Complete Streets, Mobility on Demand, Metro Bike Share)

Special Projects unit also oversees community roundtables, which offer important guidance and leadership on a variety of Metro projects, programs and subject-area initiatives. They are:

- > **Regional Faith Leaders Roundtables**

We recognize the need to elevate and incorporate the voices of faith leaders in the development of Metro programs. With the support of faith communities, Metro has developed Faith Leader Roundtables in seven regions to explore how Metro's mission and programs align with the ministries and community-based work faith leaders do each day. The Faith Leader Roundtables seek input from leaders to help shape the future of LA County's transportation system and to serve the diverse communities of LA County.

- > **Central Los Angeles Roundtable**

Formed in 2017 to support projects within close proximity to Union Station, the Central Los Angeles Roundtable provides a regular forum for leaders and organizations in the Arts District, downtown LA, Little Tokyo, Chinatown and Boyle Heights areas to engage with Metro staff on West Santa Ana Branch Transit Corridor, Link Union Station, LA River Path, Division 20 Portal Widening and Turnback Facility, Emergency Security Operations Center, Eastside Access Improvements, LA Union Station Forecourt & Esplanade Improvements and LA Union Station Master Plan projects. Stakeholder engagement at these roundtables help projects provide another layer of outreach during crucial phases in project planning.

## 3.5 Customer Care

- > **Metro Information Contact Center**
- > **TAP Information Contact Center**
- > **Customer Complaints**
- > **Customer Programs & Services**

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

Customer Complaints and Customer Programs & Services centers respond to and support regional programs/services. Customer Complaints receives, tracks and addresses customer comments/complaints from the general public and Customer and Programs & Service provides information to customers pertaining to fare media sales, reduced fare programs and the Lost & Found operation.

Metro's Information Contact Center provides route, schedule, fare and other transit information seven days a week to an average of two and a half million customers annually who call 323.GOMETRO for trip planning and travel assistance, seven days a week. It also maintains schedule, route, fare and stop data for 70 transit agencies, including Metro, in and around Los Angeles, Ventura, Orange, Riverside and San Bernardino Counties, which uploaded on Metro Trip Planner. The TAP Information Contact Center responds on weekdays to regional customers, who call 866.TAPTOGO (866.827.8646) or send emails to [customerservice@taptogo.net](mailto:customerservice@taptogo.net) requesting assistance with TAP services, on the 25 local transit agencies on TAP, including Metro. Assistance can also be requested via email at [customerrelations@metro.net](mailto:customerrelations@metro.net) or visiting the website [metro.net](http://metro.net).

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

Customer Programs & Services has different operations that provides face-to-face assistance at four Customer Centers including TAP Fare sales, a Reduced Fare application processing unit for seniors/disabled/students, a Mobile Customer Center that travels to special events of fare media sales, and a Lost & Found facilities for lost articles, including bikes, for in-person customer retrieval.

### 3.6 Advisory Committees

- > **Metro's Accessibility Advisory Committee**
- > **The Metro Citizens Advisory Council**
- > **Metro's Technical Advisory Committee**
- > **Metro's Transportation Business Advisory Council**
- > **The Boyle Heights Design Review Advisory Committee**
- > **Metro Policy Advisory Council**
- > **NextGen Bus Study Working Group**

Transportation Advisory Committee:  
[metro.net/about/tac/](http://metro.net/about/tac/)

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

- > **Metro's Accessibility Advisory Committee (AAC)** meets twice every quarter and is facilitated by the Office of Civil Rights. The purpose of the AAC is to provide feedback on accessibility-related issues regarding Metro's services (including over 200 bus and rail routes) and facilities, which must be fully accessible to all customers, including those with disabilities. AAC agendas are available in alternative formats upon request and live captioning is provided at every AAC meeting.
- > **The Metro Citizens Advisory Council (CAC)** was authorized by State Charter as an advisory body of community representatives from throughout the region to consult, obtain and collect public input on those matters of interest and concern to the community, and communicate key feedback and CAC recommendations to staff and the Metro Board. Issues may also be assigned to the CAC by Metro for its review, consideration and recommendation. The CAC meets twice monthly, once at the beginning of the month for their Executive Committee Meeting and once towards the end of the month for the General Assembly Committee Meeting. Every Metro Board member may appoint up to four members to the CAC.
- > **Metro's Technical Advisory Committee (TAC)** was established by state law in 1977 and is staffed by Metro's Planning department. It has undergone periodic reviews of its membership, functions and responsibilities based upon the changing needs of Metro; however, its function remains relatively unchanged. The TAC reviews, evaluates and provides comment on various transportation proposals and alternatives within LA County. Transportation issues transmitted to the committee include the funding, operation, construction and maintenance of streets and freeways, bus and rail transit, demand and system management, accessibility for the disabled and air quality improvements. The TAC meets monthly and is currently composed of 35 voting and non-voting members representing countywide agencies. The TAC includes four subcommittees: **Bus Operations, Streets and Freeways, Local Transit Systems and Transportation Demand Management/Air Quality.**

### 3. Implementation of the Guiding Principles

Transportation Business Advisory Council:  
[business.metro.net/ VendorPortal/faces/home1/advisoryCouncils;jsessionid=hGpldwocTQFQL8gWGP7hzkhGJZCkpg7zT yxw9CxtxhCqmmnxSof!779324270?\\_afzLoop=574394140340392&\\_afzWindowMode=0&\\_afzWindowId=null#%40%3F\\_afzWindowId%3Dnull%26\\_afzLoop%3D574394140340392%26\\_afzWindowModev%3Do%26\\_adf.ctrl-state%3D1bk4vuegqy\\_4](https://business.metro.net/ VendorPortal/faces/home1/advisoryCouncils;jsessionid=hGpldwocTQFQL8gWGP7hzkhGJZCkpg7zT yxw9CxtxhCqmmnxSof!779324270?_afzLoop=574394140340392&_afzWindowMode=0&_afzWindowId=null#%40%3F_afzWindowId%3Dnull%26_afzLoop%3D574394140340392%26_afzWindowModev%3Do%26_adf.ctrl-state%3D1bk4vuegqy_4)

Policy Advisory Committee:  
[metro.net/about/pac/](https://metro.net/about/pac/)

- > **Metro’s Transportation Business Advisory Council (TBAC)** was established by state law in 1992 and is staffed by Metro’s Diversity & Economic Opportunity Department (**DEOD**). It is comprised of professional business associations representing an array of industries and trades to advise Metro on matters regarding the disadvantaged business enterprise program to enable the authority to meet or exceed women and minority business enterprise participation goals. **TBAC plays an important role in advocating for small business owners to have increased access to Metro contracting opportunities.**
- > **The Boyle Heights Design Review Advisory Committee** was established in 2013 to: advise Metro on the design of Metro joint development (**JD**) projects within Boyle Heights; serve as the formal means through which the community members are involved in the evaluation of the JD design process; and act as representatives of residents, businesses and institutions in the project area.
- > **Metro Policy Advisory Council (PAC)** was established in early 2017 to review, comment and provide input on the draft measure M Master Guidelines, the Long Range Transportation Plan (**LRTP**) and other work plans and policy areas that the Metro Board may request.
- > **NextGen Bus Study Working Group** was formed in 2018 and provides policy guidance on the vision for Metro’s bus network, service priorities and tradeoffs, as well as measures of success. Broad cross-section of LA County representatives interests, including environmental, low income and social equity groups, educational institutions, municipal operators and COGs.





## 4. Strategies, Methods and Procedures

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

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

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

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

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

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

# Race / Ethnicity / Income / Persons with Physical Disabilities in LA County in 2018

## RACE/ETHNICITY

African American/Black (not Hispanic or Latino)	7.9%
American Indian/Alaskan Native Alone	0.2%
Asian Alone	14.3%
Native Hawaiian/Other Pacific Islander Alone	0.3%
Hispanic or Latino	48.4%
White (not Hispanic or Latino)	26.5%
Some other race alone	0.3%
Two or more races	2.2%

## INCOME (in 2018 inflation-adjusted dollars)

Median Household Income	\$62,502
Per Capita Income	\$31,549
Persons Below Federal Poverty Level (2010-2014)	17.0%

## PERSONS WITH PHYSICAL DISABILITIES

Persons with Vision Difficulty	2.0%
Persons with Hearing Difficulty	2.5%
Persons (five years and older) with Ambulatory Difficulty	5.3%

Source: 2013 - 2017 American Community Survey (ACS) five-year estimates

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

Metro's 2019 LEP Plan Four Factor Analysis can be found in the Title VI Program Update, which will be available at [metro.net/civilrights](http://metro.net/civilrights).

*Ibid.*

Limited English Proficiency (LEP) Populations: The 2013-2017 ACS five-year estimates show a total population of 9,474,066 for LA County. Data on languages spoken in Metro's service area is gathered from multiple sources for the [Four Factor Analysis](#). Of the 9,473,811 people who are at least five years old, an estimated 1,332,866 people, or 14.07%, speak English less than "well." The table below shows the breakdown of those languages for Los Angeles. Maps included in the [2019 Factor One LEP Analysis](#) show concentrations of LEP groups by language within the County of Los Angeles, especially within the City of Los Angeles, and will be utilized for targeted customer outreach in those languages.

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

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

The agency is informed quickly through technology that allows immediate feedback and perspective on the value of these applications in engagement. It also presents user performance measures through comments. Qualitative and quantitative results are used to adjust project/plan outreach and to contribute over time to strategic outreach planning.

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

# Languages LA County with more than 1,000 LEP Persons

	Language Spoken at Home (Age 5 and older)	Total Population	LEP Pop = Speaking English Less than Well		
			Number	Percent of Total Population	Percent of LEP Population
1	Spanish	3,731,336	974,660	10.29%	72.86%
2	Chinese	376,716	127,687	1.35%	9.54%
3	Filipino, Tagalog	237,075	15,698	0.17%	1.17%
4	Korean	182,279	63,749	0.67%	4.77%
5	Armenian	169,250	42,783	0.45%	3.20%
6	Vietnamese	86,088	29,695	0.31%	2.22%
7	Persian, Iranian, Farsi	77,018	16,017	0.17%	1.20%
8	Hindi and related	91,626	8,143	0.09%	0.61%
9	Japanese	51,661	10,332	0.11%	0.77%
10	Russian	48,752	11,170	0.12%	0.83%
11	Arabic	45,915	6,079	0.06%	0.45%
12	French	43,815	1,099	0.01%	0.08%
13	Thai, Siamese, Lao	24,356	6,305	0.07%	0.47%
14	Hebrew, Israeli	24,277	858	0.01%	0.06%
15	Indonesian	13,033	2,284	0.02%	0.17%
16	Portuguese	12,007	903	0.01%	0.07%
17	Micronesian, Polynesian	9,383	946	0.01%	0.07%
18	Amharic, Ethiopian, etc.	7,932	861	0.01%	0.06%
19	Burmese, Lisu, Loo	4,950	1,234	0.01%	0.09%

## 4.2 Strategies

Metro's strategic elements include:

- > Convene an advance-planning team that includes technical project planners, demographic and data resource researchers and community outreach specialists to identify anticipated issues from various stakeholder positions.
- > Utilize additional data resources beyond [Metro's LEP Four Factor sources](#), as appropriate, to advance the effectiveness of team outreach planning in diverse socioeconomic communities.
- > Advance and integrate the principles of environmental justice through the Plan by selecting Metro team members with special cultural and linguistic abilities, as well as historical, economic and local knowledge, who can contribute to the development of a best practice palette to address barriers and broadening input.
- > Identify community leaders, government and community-based organizations to provide input on known barriers to communication.
- > Analyze existing community-based informational connections, via appropriate organizations' networks and through consultation with civic, community or grassroots leadership to advance transmission of information at a grassroots level.
- > Identify and create ongoing communication practices that respond to communication barriers, including multilingual platforms (including sign language translation) that will provide a means of involvement and information exchange.
- > Identify a range of outreach activities that can inform members of diverse communities of new or ongoing projects and programs, or to plan in advance for a formal public hearing process.
- > Develop a multi-language communication platform, based on demographic and community input, that equalizes opportunities among identified stakeholders for access to information from the inception of a project through its completion and operation phase.
- > Identify outreach options that provide opportunities for initial comments and create the means by which those comments are incorporated into the ongoing outreach process and, as feasible, into the plans and projects themselves.
- > Ensure that if Metro is requesting public feedback, stakeholders are given sufficient lead time to provide comments: 30-days at a minimum.
- > Identify the potential uses of electronic communication, including websites, web video and social media, while ensuring the Plan takes into consideration individuals and households in low-income, minority and

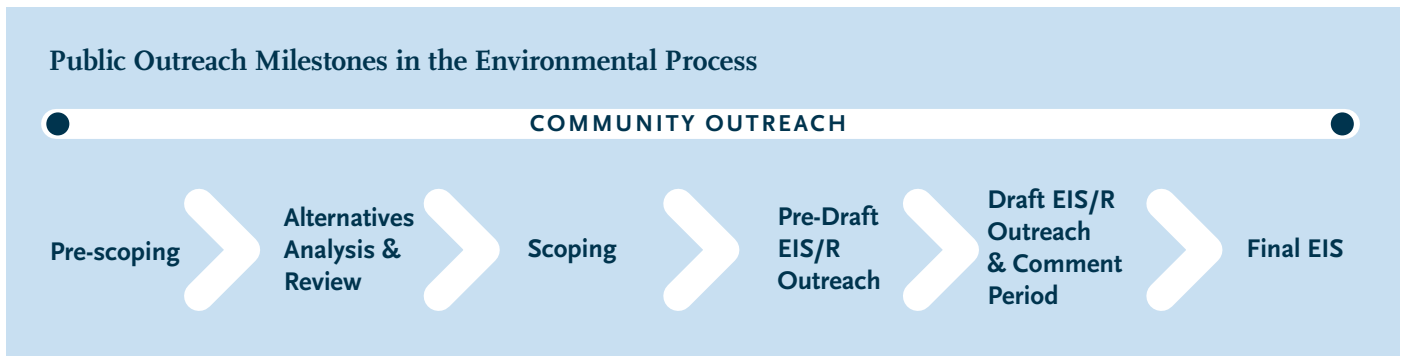
*Ibid.*

limited English proficiency communities who may have limited access to computers and other communications electronics.

- > Measure public engagement and adjust public participation plans by monitoring website metrics and transit stakeholders' comments on websites and social media.
- > Measure public engagement and adjust long-range planning services based on query and monitoring of public comment from varied customer service interactions and stakeholder groups.



**For every program, plan, project or other activity, Metro's technical, environmental and community outreach planners evaluate and determine the most effective methods for involving the public during the decision-making process. These methods are adjusted to fit the project audience, goals and objectives. This advanced team also identifies, designs and implements ongoing communication methods that engage Metro customers and open up opportunities for expanded participation.**



### 4.3 Methodology and Menu of Public Participation Tools & Purpose

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

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

*Ibid.*

The menu of public participation tools follows with an explanation of its value to this process. Marketing materials and translation practices are consistent with Metro's LEP Plan and federal guidelines. Additional interpretive language assistance, whether officially required or not, is provided as needed.

#### 4.3.1 Meeting Planning – Location & Structure

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

Meeting venues are selected on a number of criteria:

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

Selection of language services takes into consideration meeting format, as well as these factors: Simultaneous English and Spanish translation – Spanish is the non-English language that is most frequently encountered in the Metro service area and is therefore offered at virtually every public meeting. In addition, fact sheets and other handouts are translated consistent with demographic analysis. Multilingual communications are called for in many communities, and documents and translations are offered if useful and as required. ADA accommodations, such as sign language interpreters, are provided on an as-requested basis provided that requests are received by staff at least three working days' (72 hours) advance notice. In addition, information is also made available in large print and Braille as necessary when requested.



### 4.3.2 Meeting Types

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

- > **Scoping meetings and public hearings** (required meetings) introduce the public to the proposed projects and plans, present anticipated ongoing activities, provide ways to engage and follow the project, and register comments and concerns. Meetings are translated as required, given demographic and LEP factors. Collateral materials are also developed and distributed when required and to facilitate dialog and an understanding of key stakeholder issues.
- > **Workshops and briefings** are held to update stakeholders and resolve new or ongoing issues.
- > **Advisory committees/roundtables** among constituents at the grassroots level offer input and resolution to issues/mitigations.
- > **Community meetings** are provided during pre-environmental, environmental review process and other Metro-related projects, programs and initiatives. Participants include local civic, business and community organizations, elected officials and the general public. Meetings are in multiple languages through mailers and e-blasts, and via new media sources (Twitter, Facebook, Instagram and blogs).
- > **Pop-ups** are utilized for Metro staff to provide project information and gather input from stakeholders at local community events, such as festivals, conferences and holiday gatherings.
- > **Community tours** are designed and hosted by Metro staff to provide stakeholders an experiential learning opportunity to better understand a proposed project, construction activities, Metro's extensive art program, transit safety or other programs and initiatives at Metro.
- > **One-on-one and group briefings** are conducted with community leaders, elected officials and staff, and individual stakeholders.
- > **Specific design meetings** engage the public by introducing the technical considerations and offer solutions to potential impacts or present design opportunities.
- > Community relationships are enhanced through the established **Metro Service Councils**, a sustained source of community input for the last 16 years.

### 4.3.3 Public Meeting Notice-Delivery System

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

- > **U.S. Postal Service** – Traditional mail service can be employed for initial meeting noticing, as well as to publicize community workshop opportunities, project updates and activities during the environmental process and for construction updates and service impacts.
- > **Email** – Email can also be used to reach stakeholders and community members. Recipients have previously opted in to email communications by providing their email addresses. E-blasts are sent by Metro and through community partners in advance of initial milestone meetings and for updates.
- > **Location placement** – Meeting notices in multiple languages are often posted in high-traffic gathering places that can include colleges, parks, libraries, community and senior centers, farmers markets, cultural events, local elected officials' offices, civic and other community-based centers.
- > **Transit** – Meeting leaflets or “Take-ones” and related collateral may also be available on buses and rail, notifying riders of upcoming meetings and providing basic Metro contact information.
- > **Community networking** – Metro frequently partners with civic and business organizations, non-profits and individuals to distribute notices through their proprietary channels and social media networks. Metro's team attends and distributes notices at cultural and neighborhood events when feasible. Metro provides content to varied community groups and elected officials for posting on community calendars including transit coalitions, neighborhood and economic development councils.
- > **Posters** – Multilingual posters at terminal points can also be used as an effective means of noticing meetings and directing individuals to general information about Metro.
- > **Social media and online advertising** – Strategic use of online advertising on Facebook, Instagram and other platforms in English, Spanish and other languages as needed are often used to target locations and/or demographic groups that are directly affected by what is shared at the meetings. Metro's Facebook, Twitter, Instagram and other social media platforms are also used to provide notices of upcoming meetings.
- > **Metro's blogs and press releases** – Meeting notices are often shared through Metro's English-language blog *The Source* and Metro's Spanish-language blog *El Pasajero*. Metro also provides press releases to a broad spectrum of media partners to share information about upcoming meetings.

#### 4.3.4 Online Communications – Meetings, Updates & Ongoing Communications

- > **The Metro Rider’s guide**, available on *metro.net*, provides web visitors with transportation information assistance in seven languages in addition to English. Additionally, Metro offers Google Translate on every web page for language accessibility above Title VI requirements.
- > Metro’s ***The Source*** is a transit blog presented in English; its Spanish-language counterpart is ***El Pasajero***. *The Source* announces meetings, project updates, proposed project plans, video presentations, Board actions and other transportation news. Readers can also comment on stories or share them on their own personal social media sites.
- > Metro has created **landing pages** for many of its projects, with up-to-date information available in bi- or multilingual formats, as appropriate. Visitors are invited to provide comments, stream recorded meetings, view PowerPoint presentations and sign up to receive email updates about the specific project.
- > Metro strategically utilizes **online advertising** in English, Spanish and other commonly-used languages, targeted to demographic groups and project parameters in such platforms as Facebook, Twitter, Instagram and others.
- > Metro is actively **engaged in popular social media sites** Facebook, Twitter and Instagram to conduct outreach campaigns, provide project updates and direct users to information, meeting announcements and special events.
- > Metro **monitors its social media outlets** to ensure content is appropriate and useful, to gauge areas of concern and interest, and to measure customer satisfaction.
- > The public is invited to **contact project staff** through project helplines. The system allows callers to leave messages and staff with appropriate language skills return calls. The public is advised of the project-specific helpline through Metro’s website, printed materials, ads and in-person outreach.
- > **Email updates** – As projects develop and reach milestones, email updates are sent to community stakeholders. Metro also shares these email updates with its key stakeholders, including partners and community-based organizations, for them to distribute the email updates through their own networks.

### 4.3.5 Other Language Access Sites or Tools

*Ibid.*

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

### 4.3.6 Broadcast & Print Media

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

**For a complete list of media outlets, see Attachment 4 – Database of Media.**

### 4.3.7 Additional Approaches to Communications

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

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


- > **Management:** “Advance Team” Assignment – Staff with multilingual, cultural, historical, economic or special community knowledge provide early input to outreach strategies partnering with technical staff on planning matters and statistical experts to design outreach approach.
- > **Technology:** Public Engagement Platform Development – The launch of an internet-based Interactive GeoSocial Map presents a model for enhanced public participation, allowing close examination of proposed transit projects by stakeholders living anywhere within the LA County 4,751 square miles. Users may examine various perspectives and details of routes, post comments on maps and images to be viewed by all interested parties and further shared on social media sites such as Facebook, Twitter and Instagram. This innovative informational tool, also compatible with varied phone applications, brings greater involvement and a new level of engagement typically found through community meetings. In addition to its value as a public participation element, it also contributes as a project monitoring and tracking mechanism.
- > **Online/Digital Communication for Input and Telephone Town Halls:** Metro will continue to develop these fun, user-friendly and effective digital communication tools to maximize public input and community engagement.





## 5. Range of Public Participation Methods Employed by Metro

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



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

*Ibid.*

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


**COMMUNITY OUTREACH  
METHODS TOOLBOX:**



- Blogs
- Business Outreach
- Community Event Booths
- Community Leadership Councils
- Community Update Meetings
- Display Ads
- Door-to-door Campaigns
- Eblasts
- Flyers
- Government Relations
- Live Interviews
- Live Webcasts
- Local Advisory Committees
- Legislative Briefings
- Media Relations
- Newsletters
- One-on-one Stakeholder Meetings
- Phone Hotline
- Public Hearings
- Social Media
- Stakeholder Briefings
- Stakeholder Working Groups
- Surveys
- Take-ones
- Technical Advisory Committees
- Telephone Town Halls
- Tours
- U.S. Mail
- Web Advertising
- Websites
- YouTube Videos



## 6. Public Participation Case Studies



The following five Public Participation Plan examples summarize customized outreach eliminating communication barriers, promoting participation and input, resolving issues and delivering meaningful participation.

**Crenshaw/LAX Community Leadership Council (CLC)**

**Regional Connector Little Tokyo Working Group (LTWG)  
and Community Leadership Council (RCCLC)**

**First/Last Mile Blue Line, A Community Base Process and Plan**

**Purple Line Extension, Section 2 Working Groups  
for City of Beverly Hills and Century City**

**NextGen Bus Study Working Group**

### INTRODUCTION:

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

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

Metro's 2019 *Title VI Triennial Program Update* can be found in the *Title VI Program Update* which will be available at [metro.net/civilrights](http://metro.net/civilrights).



**6.1 Project: Crenshaw/  
LAX Light Rail  
Transit Project**

*Description:* **The Crenshaw/LAX Light Rail Transit Project is an 8.5-mile alignment from the Exposition/Crenshaw Station on the north following Crenshaw Bl south and west to the Metro Green Line connection.** The project purpose is to improve public transit service and mobility in the Crenshaw Corridor between Wilshire and El Segundo Boulevards. The overall goal of the project is to improve mobility in the corridor by connecting with existing lines, such as the Metro Green Line and the Expo Line. The alignment traverses both South Los Angeles and the City of Inglewood, comprised primarily of minority populations.

**6.1.1 Customized  
Approach –  
Establishment  
of Crenshaw/  
LAX Community  
Leadership Council  
(CLC) for Sustained  
Involvement &  
Continuity Through  
Project Buildout**

In addition to Metro’s traditional and targeted outreach measures engaged during early deliberations, in 2010 Metro pioneered the formation of the CLC. The CLC is a corridor-based transportation advisory body, formed for the purpose of sustained involvement by representatives who will serve in a liaison role to the greater community as the Light Rail Transit (LRT) is brought to fruition as an operating system. The mission of the CLC is to promote community-based dialogue around opportunities arising from the Crenshaw/LAX Line development and engage a wide base of community stakeholders with ongoing project activities throughout communities located along the project alignment in a way that’s equitable, beneficial, resourceful and meets the needs of the community. The CLC is racially diverse and includes representatives from small business, faith-based organizations, labor, local media, academia, local empowerment congress, chambers, local economic development corporations and law enforcement. Participation in the CLC also allows for engagement on topics that have direct correlation to the assets of a new transit system linking the corridor to Metro’s countywide rail and transit system. The CLC, led by co-chairs representing the City of Los Angeles and the City of Inglewood, meets on a quarterly basis and is assisted in their duties by a series of working groups.



Working groups are topic-specific groups open to the public that convene quarterly or as-needed to set goals, strategize and implement working plans that support the project area communities and/or the Crenshaw/LAX Transit Project. These working groups serve as a platform to share information, address community concerns and develop work plans related to community opportunities arising from the project. The four working groups include:

**1. Community Engagement**

Solicit input and encourage dialogue in the community on topics surrounding the project.

**2. Economic Development**

Establish opportunities for job creation, commercial development, capital investment, jobs and small business development within the project area.

**3. Quality of Life**

Identify opportunities to improve quality of life for the community within the areas of mobility, safety and environmental health.

**4. Special Projects**

Additional areas of community interest.

*Result: Metro, working with the CLC, has succeeded in fostering greater awareness of and involvement in the new transit line, and the attendant mobility and economic development benefits that will add to the community.* Additionally, the CLC was instrumental in identifying the need for an additional station at the historic Leimert Park, a center of community, family, artistic and business activities. On June 27, 2013, Metro's Board of Directors approved a contract to build the line including stations at Leimert Park and Westchester/Veterans.

**6.2 Project: Regional Connector Transit Project**

*Description: The Metro Regional Connector Project connects the Metro Gold, Blue and Expo Lines through downtown Los Angeles from the Little Tokyo/Arts District Station to the 7th Street/Metro Center Station.* The 1.9-mile alignment will serve Little Tokyo, the Arts District, Civic Center, The Historic Core, Broadway, Grand Av, Bunker Hill, Flower St and the Financial District.

This new Metro Rail extension will also provide a one-seat ride for travel across LA County. From the Metro Gold Line, passengers will be able to travel from Azusa to Long Beach and from East Los Angeles to Santa Monica without transferring to and from the Red/Purple Lines.

### 6.2.1 Customized Approach – Formation of Little Tokyo Working Group for Impact Issues Resolution & Collaboration with Diverse Area Stakeholders

In addition to required technical and demographic analysis leading to a multi-lingual platform for communication, outreach measures were developed to address cultural, historic and economic impact concerns among stakeholders. One of the communities in the project area, Little Tokyo, is one of only three remaining “Japantowns” in the United States. Over the years, Little Tokyo has experienced the loss of some significant portions of its community to the construction of several city, state and federal buildings via eminent domain. Many community members saw the Regional Connector as one more attempt to encroach upon Little Tokyo, further reducing its size and negatively impacting the community’s cultural identity and economic viability. Opposition peaked in 2009, when Little Tokyo leaders opposed the on-grade option based on economic impacts to area businesses, particularly those concerned with cultural and historic standing.

In 2010, recognizing the unique challenges and opportunities of the proposed project, Metro developed a response to specific input raised during public discussions, regarding explanation of impacts, as well as the demand to identify mitigation measures.

The Little Tokyo Working Group (**LTWG**) was formed, comprised of Metro staff and leaders of the Little Tokyo Community Council (**LTCC**). The LTCC, an umbrella organization, works with approximately 100 business and community organizations. It represents a wide diversity of stakeholders and opinion leaders, chambers of commerce, business improvement districts (**BIDs**), neighborhood councils, community councils, arts organizations, the spiritual community and residential groups.

During the environmental review period, the LTWG worked collaboratively to develop an alternative and discussed possible mitigation measures that could address the construction and operational impacts of the Regional Connector. Metro also provided funding to hire a consultant to assist the community in acquiring an in-depth understanding of the environmental process and develop potential mitigation measures for documentation in the Draft EIS/EIR.

**Result: The ongoing work with the LTWG led to the development of a new alternative that not only was acceptable to Little Tokyo stakeholders, but also generated widespread support for the Regional Connector.** In February 2010, in response to the LTWG and LTCC, the Metro Board of Directors approved the addition of the new alternative to the Draft EIS/EIR for a full environmental evaluation. Significant numbers of Little Tokyo community members attended the Board meeting to register support for the new alternative, which addressed their concerns. Following the conclusion of the Draft EIS/EIR public review period, the Metro Board of Directors designated the Fully Underground LRT Alternative as the Locally Preferred Alternative (**LPA**) at the October 28, 2010, meeting.

Henceforth, the Metro Board approved the project in 2012, now refined to reduce project impacts and improve design in response to input from the Little Tokyo community and other stakeholders in the project area. This interaction

led the Metro Board to approve a fully underground light rail transit alternative, which in turn, generated considerable community support for the project. In addition, the Board, as part of the Statement of Overriding Consideration, articulated small business mitigations to be implemented through a Memorandum of Understanding (MOU) to serve as Little Tokyo Business Mitigations. In October 2014, two MOUs were approved contracting the Little Tokyo Community Council and the Little Tokyo Service Center to develop and implement business assistance programs. A Go Little Tokyo Marketing & Advertising Program was developed to promote the appeal of this transit destination, create interest in community cultural events, and leverage social and print media to attract visitors to area businesses. In addition, multilingual counselors were engaged to assist owners with traditional financial planning and/or internet-based marketing strategies.

The partnership of Metro, the Little Tokyo Community Council and Community Arts Resources was awarded the American Planning Association 2018 Award of Excellence in Economic and Community Development. In 2018, the partnership was also awarded the Statewide Award of Merit. The partnership with both the Little Tokyo Community Council and the Little Tokyo Service Center, to sustain and advance businesses, will continue through the end of the project, anticipated for early 2022.

### 6.3 Project: Blue Line First/Last Mile: A Community-based Process and Plan

*Description:* **The Blue Line First/Last Mile Plan was completed in March 2018 and includes planning-level, community-identified pedestrian and bicycle improvements within walking (1/2-mile) and biking (3-mile) distance of all 22 Blue Line stations.** The Plan describes the collaborative approach and process for arriving at the improvements, which represent a range of walking and bicycling access improvements, including: new or improved crosswalks, curb ramps and sidewalks; facilities to improve bicycle connections to stations; pedestrian-scale lighting; and wayfinding signage, among others. By its very nature, first/last mile infrastructure can be the most neighborhood-oriented element of a transportation system that a person uses. Many of the neighborhoods served by the Blue Line have experienced historic disinvestment and neglect from the public and private sector on a range of issues. As a result, government in general, and planning processes in particular, can be viewed with skepticism. Community engagement led by community-based organizations (CBOs) was instrumental in developing the Plan and represents new approaches consistent with direction outlined in Metro's Equity Platform.

### 6.3.1 Customized Approach: Partnering with Community-based Organizations to Shape the Process and the Product

This Plan embodies a community-based collaboration that builds upon past Metro efforts; an effort to both develop effective techniques for FLM planning and to engage authentically with communities to develop plans that reflect their concerns and values. The CBO partners were instrumental in representing the voices of residents along the Blue Line in ways that directly reflect their concerns historically and presently.

As part of the consultant team for this effort, Metro partnered with a coalition of CBOs to lead outreach efforts on the project, and to help shape the overall direction of this plan. The coalition included:

- > LA County Bicycle Coalition
- > T.R.US.T. South LA
- > Asian Pacific Islander Forward Movement
- > People for Mobility Justice
- > Ride On! Bike Co-op
- > East Side Riders Bike Club
- > Healthy Active Streets

The project team reached out to all of the communities along the Blue Line through an extensive and unique community engagement process. The CBOs led 22 walk audits for all the station areas and spearheaded 11 community events to gather input from the wider community. The CBOs were also instrumental in the project in other ways; contributing the voice of history and community memory which was valuable in shaping conversations, project materials, community engagement events and, ultimately, the final Plan. Chapters in the Plan were authored by the CBOs and present their perspectives not only for FLM improvements, but for ways that Metro and historically underserved communities can better partner going forward.

**Result: While it represents a first-of-its-kind effort to plan comprehensive access improvements for an entire transit line, its greater innovation is in piloting an inclusive, equity-focused community engagement process.** Throughout the process of developing the Plan, the CBOs and other community members underscored the importance of addressing wide-ranging concerns; topics that are not traditionally under the purview of Metro or treated in Metro plans, but that should be acknowledged and addressed in a coordinated way when discussing first/last mile improvements. Considerations related to crosswalk safety or safe bicycle facilities, for example, cannot be disentangled from concerns community members have about feeling safe and secure. The CBOs also raised that discussing first/last mile improvements brought up fears about gentrification and displacement, which are summarized in the Plan. The lessons learned from this effort should provide a foundation for other planning opportunities and support Metro's Equity Platform Framework, adopted by the Metro Board in February 2018.

**6.4 Project: Purple Line Extension, Section 2**

*Description:* **The second section of the Purple Line Extension Transit Project includes 2.59 miles of additional tracks to Metro’s rail system and two new stations at Wilshire/Rodeo and Century City/Constellation.** The project received full federal funding from the U.S. Department of Transportation in January 2017 and is now under construction. The extension is expected to begin operations by 2025 and will continue the Purple Line from the Miracle Mile through Beverly Hills and into Century City.

**6.4.1 Customized Approach: Formation of Century City and City of Beverly Hills Stakeholder Working Groups for Impact Issues Resolution and Collaboration with Diverse Stakeholders**

In addition to Metro’s traditional and targeted outreach measures during the early stages of construction, in 2017 Metro formed two working groups in Century City and in the City of Beverly Hills. These two advisory groups are comprised of key stakeholders within the closest proximities to the future stations, which will be located on Constellation/Avenue of the Stars and Wilshire/Reeves.

Maintaining participation in these groups allows for engagement in a more direct and personal level and creates dialogue between the stakeholders and the project. These meetings are scheduled regularly for all participants in the group and segmented as needed to address very specific issues.

*Result:*

**Century City**

**Constellation Closure: The design-build contractor requested a full closure of Constellation Bl at Century Park East to create a more accessible area for construction of the launch box for the tunnel boring machines.** The closure impacted a very active commercial driveway that served four highrise properties. That driveway stood out to be the most sensitive and least adjustable impact of the closure. Bi-monthly meetings were held with property managers from the area and specific meetings with tenants of the two most impacted properties adjacent to the closure. Based on the input from these meetings, many adjustments were made to the traffic control plans to accommodate individual properties for ingress and egress. Additional commitments were made by Metro and the contractor to further mitigate traffic control issues once the closure was in place and we could assess the needs in real time. The relationships that were developed and the openness of these meetings resulted in no objections to the nine-month closure from the community.

**Beverly Hills**

**Canon Closure: The City of Beverly Hills suggested that N. Canon Drive could derive additional mitigation benefits from the impacts of construction if it were fully closed with a temporary wall blocking off Canon at Wilshire Bl.** Vetting this concept as a viable idea to the business stakeholders in Beverly Hills required multiple meetings with numerous businesses, large and small, that would be impacted by this closure for approximately two years. A working group of stakeholders who were closest to the proposed wall was formed and meetings took place regularly. The most pronounced issues were traffic detour

impacts, parking and valet relocations, crosswalk access, aesthetics of the proposed cul de sac and directional signage for customers. At every meeting, the businesses had an opportunity to ask questions, make suggestions and interact with both City and Metro officials. This level of detailed interaction with the business stakeholders went on for over two years in conjunction with negotiating a Memorandum of Agreement (MOA) on how construction could take place in the city. After addressing their concerns, the Canon Wall concept was accepted by the majority of stakeholders and resulted in no objections by the community when presented to the Beverly Hills City Council.

Meetings with that working group and a broader scope of surrounding stakeholders are continuing to take place monthly at the BH Chamber of Commerce as an effective means of keeping them informed of construction activities. Recently, the MOA was approved by Beverly Hills City Council with members of the working group in attendance fully supporting the project and acknowledging the hard work of Metro's team.

Delivering technical information to school parents and students: The Purple Line Extension Project was environmentally approved in 2012, although construction did not begin until 2018. Over the years leading up to the start of construction, there was a flurry of misinformation circulating among the parents and students in the school district. This information challenged the credibility of the environmental documents and caused concern and fear within the community. Regularly scheduled community construction update meetings were held where very specific and technical questions were being asked of the Construction Relations team, who could not answer with that level of expertise to satisfy the audience.

Bring in the experts: Metro then worked for weeks with outside technical experts involved in the creation and execution of the environmental document to provide a detailed, yet easily understandable, breakdown of their main concerns: air quality, seismic studies, noise, oil wells and methane gas. The experts were run through mock-meetings and a presentation was created to be posted on the project website, after the panel of experts presented at the following community meeting. The audience members were requested to write down and submit their questions to be organized categorically and answered by the appropriate expert on the panel. This meeting was video-recorded and posted the PowerPoint presentation on the project website so those who were not in attendance could hear the technical experts address questions directly.

The meeting was a success. The project received calls and emails thanking Metro for finding an approach that answered questions directly with factual knowledge, provided by technical experts and that helped to dispel the erroneous information that had been circulated.

**6.5** Project: NextGen Bus Study

*Description:* In 2018 Metro began the process of reimagining and redesigning our bus system so that it is more relevant, reflective of and attractive to the residents of LA County. The primary goal of the study is to redesign the bus system to improve service to current customers, attract new customers and win back past customers.

**6.5.1** Customized Approach: Formation of a Working Group of Diverse Stakeholders Countywide

Metro recognized that the NextGen Bus Study would require extensive outreach, to ensure as many stakeholders as possible were heard countywide. Besides conventional outreach methods, our engagement efforts require a partnership with community-based organizations, faith-based communities, policymakers, neighborhood leaders, local municipalities, sub-regional agencies and other transit agencies to help with outreach and work with Metro to rethink, redesign and improve our current system. In spring of 2018, Metro formed the NextGen Working Group to provide policy guidance on a vision for Metro's bus system, service priorities and tradeoffs, and measures of success. The NextGen Working Group consists of 50 people who represent a broad cross-section of LA County stakeholders, including Metro Service Councils, environmental interests, low income and social equity groups, educational institutions, religious leaders, municipal bus operators, business associations and Councils of Governments.

*Result:* **The NextGen Working Group will continue to meet on a periodic basis to offer guidance to staff about what is important to their constituencies during and after completion of the study.** Some members of the working group have hosted workshops and worked to ensure that their members and constituencies participate in the public engagement process, including the 18 Metro-hosted public workshops that are currently underway. The working group is our first public engagement activity prior to engaging more broadly with the general public. The working group provides Metro with advice and comments to consider to better prepare Metro for working with and listening to the general public. Their recommendations and comments helped formulate our approach through social media, community events, briefings to community groups, advertising and promotional materials distribution. In addition, their participation helped Metro develop the current public workshop framework now in use for obtaining specific input on our bus lines from the general public.

These workshops are serving as forums for the public to share their ideas and opinions about how to improve our bus system. To date, we have had about 700 people participate in the workshops who have contributed nearly 1,100 comments on how to improve our bus system. Major themes we have heard include interest in more service in non-peak hours, more frequent service, better real-time information, cleaner buses and improved safety at bus stops.





## 7. Public Engagement Measures & Objectives


### Monitoring and Tracking

Metro's 2019 LEP Plan Four Factor Analysis can be found in the Title VI Program Update which will be available at [metro.net/civilrights](http://metro.net/civilrights)

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

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

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

1. Metro's Community Relations Team management, which convenes weekly to **assess the methods employed and provide assessment and approval of reasoned adjustments in countywide outreach**, based on updated community input, staff experiences, desires and concerns of transit stakeholders, participation levels, new project information and issues to be conveyed.
  2. The project team is comprised of staff who are vested in grassroots community engagement and who **solicit, receive and record input as the public process** is initiated. This recordkeeping and observation of community engagement provide insight to short-term adjustments and informs long-term strategic planning.
- 

3. Comments from **social media messaging** can be assessed on a virtually daily basis through web analytics.
4. In order to continually provide excellence in service and support for all Metro customers, including people with Limited English Proficiency, **Metro surveys its customers twice a year in English and Spanish, and maintains a website with survey results in the seven other languages identified in Metro's Limited English Proficiency Plan Four Factor Analysis.** Metro assesses the languages spoken in the communities of interest at the outset of environmental planning studies for new projects. For public meetings, Metro often provides translation into Spanish or other languages known to be prevalent in the community where the meeting is occurring. The agency also provides translation into other languages at meetings if the request is received at least three working days (72 hours) prior to the meeting. Meeting notices provide basic information for how to request this translation.

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

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



## 8. Conclusion

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



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<b>Metro Customer Care</b>	<i>customerrelations@metro.net</i>
<b>Metro Media Relations</b>	<i>mediarelations@metro.net</i>

## SOCIAL MEDIA

<b>Facebook</b>	<i>facebook.com/losangelesmetro/</i>
<b>Twitter</b> (General Updates) (Real time service changes)	<i>@metrolosangeles</i> <i>@MetroLAalerts</i>
<b>Instagram</b>	<i>@metrolosangeles</i>
<b>YouTube</b>	<i>youtube.com/losangelesmetro</i>

# FY20 Highway & Transit Projects



## HIGHWAY / STREET PROJECTS

## TRANSIT PROJECTS

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><b>1</b> I-710 S Corridor Zero Emission Truck Lane Additions: Long Beach to Commerce</li> <li><b>2</b> I-5 South Corridor Lane Widening: I-605 to I-710</li> <li><b>3</b> I-5 North Enhancements</li> <li><b>4</b> I-5 North County Transportation Improvement</li> <li><b>5</b> SR-60/I-605 Carpool Interchange Improvements</li> <li><b>6</b> I-405/I-110 ExpressLane Interchange Improvements</li> <li><b>7</b> Las Virgenes/Malibu Transportation Improvements</li> <li><b>8</b> SR-138 Capacity Enhancement</li> <li><b>9</b> I-210 Barrier Replacement</li> </ul> | <ul style="list-style-type: none"> <li><b>10</b> Airport Metro Connector</li> <li><b>11</b> East San Fernando Valley Transit Corridor</li> <li><b>12</b> Gold Line Foothill Extension to Claremont</li> <li><b>13</b> Purple Line Extension, Wilshire/Western to Westwood/VA Hospital</li> <li><b>14</b> West Santa Ana Branch Transit Corridor</li> <li><b>15</b> Orange Line BRT Improvements</li> <li><b>16</b> Green Line Extension to Torrance</li> <li><b>17</b> Crenshaw/LAX Light Rail Extension</li> <li><b>18</b> Regional Connector</li> </ul> |
|--|---|

Map numbers are for reference only. Final project scope will be determined in the environmental process.

# Metro Rail & Busway with Measure M Transit Projects





# Stakeholder Database

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

- > **Active Transportation Stakeholders** (including Bicycle and Pedestrian)
- > **Advertising Firms**
- > **Advocacy Organizations**
- > **Airports** (including Hollywood Burbank, John Wayne, Long Beach, Los Angeles World, Santa Monica, and Van Nuys Airports)
- > **Braille Institute**
- > **Business Improvement Districts**
- > **Business Organizations** (including Valley Industry Alliance, Valley Industry and Commerce Association, and Central City Association)
- > **Carpoolers and Vanpoolers**
- > **Chambers of Commerce**
- > **Citizens Advisory Committees**
- > **City and County Commissions**, including commissions on disabilities
- > **City and County Staff throughout the 88 cities and unincorporated areas of LA County** (including City Managers, City Planning and Public Works Departments)
- > **City Planning Associations**
- > **Civic Clubs** (including Rotary and Kiwanis)
- > **Commercial Bus, Taxi, and Car Share Services, Car Rental Agencies, and Transportation Network Companies** (including Uber and Lyft)
- > **Community Advisory Groups**
- > **Community Fairs and Festivals**
- > **Community Food Banks and Pantries**
- > **Community Leadership Councils**
- > **Community-based and Nonprofit Organizations**
- > **Constituents/Residents** (Members of the General Public)
- > **Councils of Government** (including Arroyo Verdugo, Gateway Cities, North County Transportation Coalition, Las Virgenes-Malibu, San Fernando Valley, San Gabriel Valley, South Bay Cities and Westside Cities) and Southern California Association of Governments
- > **Cultural/Arts Organizations**
- > **Developers/Real Estate Firms**
- > **Educational Institutions** (including K-12, Higher Ed, Trade Schools and Apprenticeship Programs) and School Bus Services
- > **Employee Transportation Coordinators**
- > **Energy Industry**
- > **Entertainment Industry and Major Entertainment Venues**
- > **Environmental Justice Advocates**
- > **Environmental Organizations and Conservancy Groups** (Air, Soil, and Water Quality and Remediation)
- > **Farmers Markets**
- > **Federal, State, and Local Elected Officials and Staff** (including Senators, Members of Congress, State Senators and Assemblymembers, County Supervisors, Mayors and City Councilmembers representing the 88 cities and unincorporated areas of LA County)
- > **Financial Institutions**
- > **Foundations**

- > **Government Agencies** (including General Services Administration)
- > **Healthcare Industry/Hospitals and Medical Institutions**
- > **Homeowners Associations and Block Clubs**
- > **Community/Neighborhood Watch Groups**
- > **Hospitality Industry** (including LA Tourism and Convention Board, tourist and visitor centers)
- > **Independent Living Councils**
- > **LA County Economic Development Corporation**
- > **LA River Advocates and Organizations**
- > **Labor Organizations** (including Unions, Project Labor Agreement Stakeholders)
- > **Law Enforcement Sector and Public Safety Organizations** (including California Highway Patrol, LA Sheriff's Department Transit Services Bureau, and Police and Fire Departments through LA County)
- > **League of Cities**
- > **Legal Sector**
- > **Logistics Firms** (including Delivery Services and United States Parcel Services)
- > **LA County Economic Development Corporation**
- > **Media, Blogs and Social Media Outlets**
- > **Metro Local Service Councils, Citizens Advisory Council, and Other Advisory Committees** (including the Accessibility Advisory Committee, Blue Ribbon Committee, Technical Advisory Committee and Subcommittees, Measure R Oversight Committee, Policy Advisory Council, and Transportation Business Advisory Council)
- > **Native American Tribal Organizations**
- > **Neighborhood and Town Councils**
- > **Office of the Inspector General**
- > **Parks and Recreation Groups**
- > **Ports** (including California Association of Port Authorities, Ports of Los Angeles and Long Beach, and San Pedro Cruise Ports)
- > **Professional Organizations**
- > **Public Libraries**
- > **Regional Centers** (for individuals with developmental disabilities and their families)
- > **Rail Companies and Agencies** (including Amtrak, BNSF, High Speed Rail and Metrolink)
- > **Religious Organizations and Faith-Based Institutions**
- > **School Districts and other Academic Institutions**
- > **Senior Centers**
- > **Social Service Agencies**
- > **Stakeholder Working Groups and Outreach Advisory Committees**
- > **Trade Associations**
- > **Transit Advocates** (including Bus Riders Union)
- > **Transit Agencies and Providers**
- > **Transportation Agencies and Advocates** (including AAA)
- > **Trucking Associations**
- > **Vendors, Consultants and Contractors**
- > **Veterans Administration**
- > **WorkSource Centers**

# Database of Media

## MAJOR DAILIES / GENERAL MARKET / WIRE SERVICES

*LA Times*-Full Run

Southern California News Group:  
*Long Beach Press-Telegram, Daily Breeze, San Gabriel Valley Tribune, Pasadena Star News, Whittier Daily News, Los Angeles Daily News, The Press-Enterprise, The San Bernardino Sun*

City News Service

Associated Press

Reuters

UPI

*Bloomberg News*

*New York Times*

*Daily Journal*

EFE (Spanish Language News Group)

Notimex

## WESTSIDE CENTRAL / DOWNTOWN

*The Malibu Times*

*Santa Monica Mirror*

*Santa Monica Daily Press*

*Beverly Hills Courier*

*Beverly Hills Patch*

*Beverly Hills Weekly*

*Los Angeles Independent*

*Los Angeles Wave: Culver City Star and The Westsider*

*Park La Brea News/Beverly Press*

*L. A. Downtown News*

*The Argonaut*

Culver City News/Blue Pacific

Culver City Observer Group:  
*Culver City Observer, Santa Monica Observer*

*Inglewood Today Weekly*

*Our Weekly LA*

*L.A. Business Journal*

*Pacific Palisades Patch*

*Westwood/Century City Patch*

*Beach Reporter*

*UCLA Daily Bruin*

*WEHO Times*

*Brentwood News*

*L.A. Weekly*

*Watts Times*

*Larchmont Chronicle*

*Random Length News*

## SAN FERNANDO VALLEY

*Daily News*

Valley News Group  
Includes *Warner Center News, Valley Vantage*

*SVF Sun\El Sol*

*The Toluca Times*

*Chatsworth Patch*

*Encino Patch*

*San Fernando Valley Business Journal*

*Glendale News Press – Los Angeles Times*

*Santa Clarita Signal*

*Toluca Times*

*Van Nuys Press*

## SAN GABRIEL VALLEY

*San Gabriel Valley Tribune*

*Eastern Group Publications*

*Pasadena Weekly*

Beacon Media Full Group:  
*Pasadena Independent, Arcadia Weekly, Monrovia Weekly, San Gabriel Sun, Sierra Madre Weekly, Temple City Tribune, Azusa Beacon, Duarte Dispatch, El Monte Reader, Rosemead Reader*

The Outlooks: *La Canada Flintridge Outlook and Pasadena Outlook*

*Mid Valley News*

*East L.A. Times*

*South Pasadena Review*

*South Pasadena Patch*

*Whittier Daily News*

*Alhambra Source*

*San Marino Patch*

*China Press*

*Chinese Daily News*

## SOUTH BAY

*Torrance Daily Breeze*

*Beach Reporter*

*PV Peninsula News*

Herald Pubs Group: *El Segundo Herald, Torrance Tribune, Hawthorne Press Tribune, Inglewood News, Lawndale Tribune.*

*Easy Reader*

*Gardena Valley News*

*Inglewood Today*

*Inglewood News*

*Morningside Park Chronicle*

*California Crusader*

*Long Beach Post*

*L.A. Focus*

**GATEWAY CITIES**

*Long Beach Press Telegram*

Los Angeles Wave Publications  
Group: *Downey Patriot*

*The Bulletin*

Hews Media Group:  
*Los Cerritos Community News,*  
*La Mirada Lamplighter*

Gazette Newspapers:  
*Grunion Gazette*

*Signal Tribune (Signal Hill)*

**AFRICAN-AMERICAN**

*L.A. Watts Times*

*Los Angeles Sentinel*

*Inglewood Today*

**SPANISH**

*La Opinión*

*Impacto USA*

*Hoy*

*Día a Día*

*Voz Libre*

CNN Latino

CNN Espanol

*Vida Nueva*

**ASIAN/OTHER**

*World Journal Nws*

*Sing Tao Daily*

*The Korea Daily*

*The Korea Times*

*The Rafu Shimpo*

*Sereechai News Inc.*

*Asbarez Armenian Daily Newspaper*

*Nor Gyank*

*Philippine Media*

*Asian Journal Pub, Inc.*

*Asian Pacific News*

*Panorama*

*Asian Pacific News*

*Jewish Journal*

*Epoch Times*

*International Daily News*

*Japanese Daily Sun*

**MAJOR TELEVISION STATIONS/CABLE**

KCBS/KCAL 2/9

KNBC 4

KTLA 5

KABC 7

KTTV 11

KMEX 34

KTAN & LA 18

KWHY 22

KVEA 52

KAZA 54

KBS 24

KRCA 62

LA City View 35

ETTV America (Chinese)

Skylink TV

Crown City News

CNN

KCET

Time Warner Cable

Asahi TV

Annenberg TV News

MBC

NTDTV

TVKZU

Telemundo

Univision

**MAJOR RADIO STATIONS**

KNX

KFWB

KFI

KCRW

KPCC

KPFK

KROQ

KABC Radio

KWKW Radio

Metro Networks

Radio Exitos

Univision Radio

KCSN

National Public Radio

Voice of America

Radio Korea

Radio Manila

Radio Seoul

**BLOGS**

*L.A. Streetsblog*

*Curbed L.A.*

*Laist.com*

*DowntownLA.com*

*The Source*

*El Pasajero*

*Latinola.com*

*USC Neon Tommy*

*Huffington Post*

*L.A. Observed*

*Planetizen*

*Transit Coalition*

*Metroped.net*

*Latino California*

*The Eastsider*

**TRADES**

*Passenger Transport*

*Fleets and Fuels*

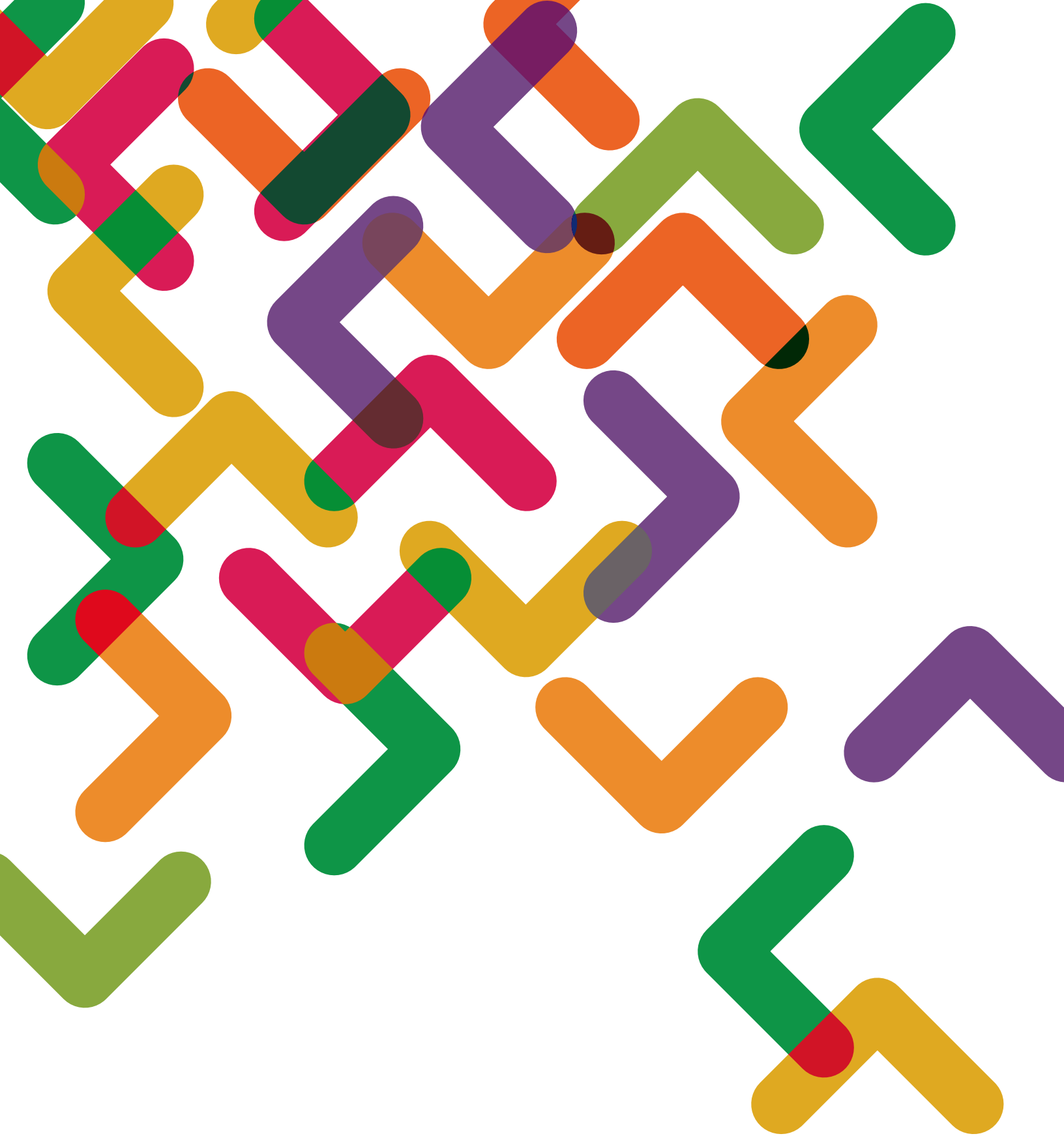
*Engineering News Record*

*Mass Transit*

*Metro Magazine*

*Builders & Developers*

*Building Trade News*



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Los Angeles County  
Metropolitan Transportation Authority