City of SANTA CLARITA TRANSIT

TITLE VI PROGRAM
APRIL 2014

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CHAPTER 1: INTRODUCTION

1.1 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate compliance with Title VI by submitting a Title VI Plan Update every three years. City Council must review and approve the Title VI Plan Update prior to its submittal.

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Title VI Plan consists of a report and supporting documentation that provides evidence of the equitable distribution of services; promotion of full and fair participation in public transportation decision-making without regard to race, color, or national origin, and meaningful access to transit-related programs and activities by persons with limited English proficiency. FTA reviews and concurs with the Title VI plan update or requests additional information. Failure to submit a Title VI plan update or to have a Title VI Plan Update approved by City Council and the FTA could result in the loss of Federal funding.

1.2 SANTA CLARITA TRANSIT

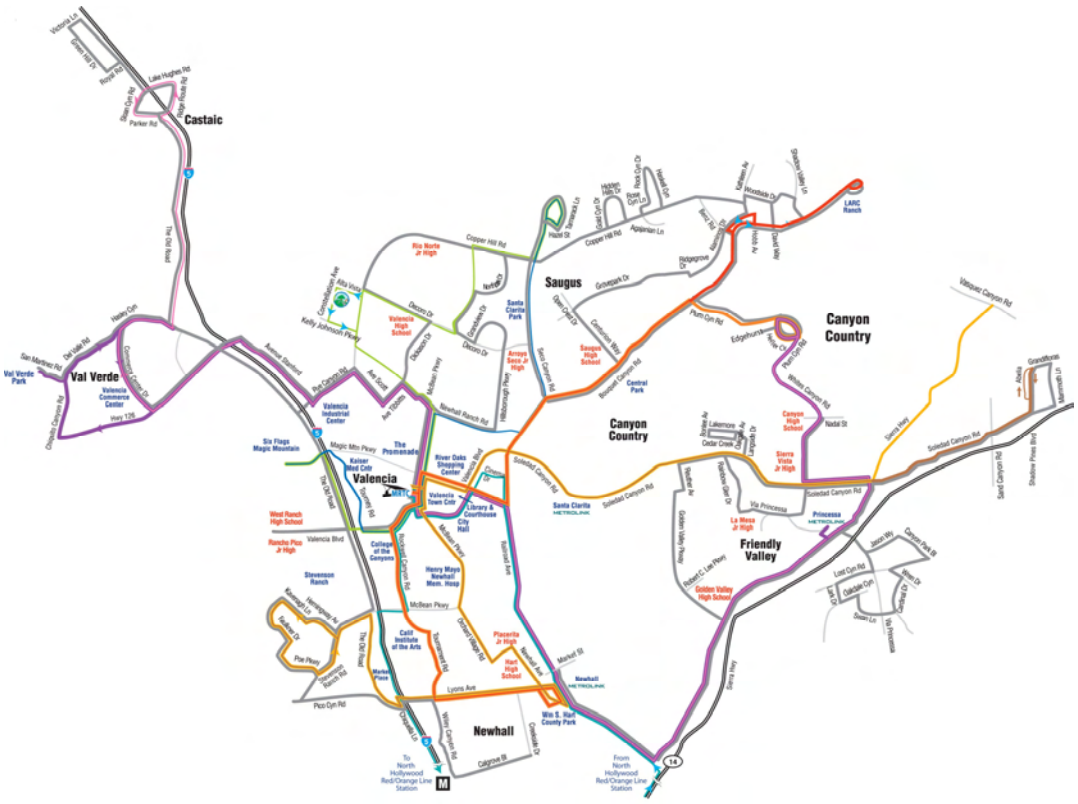
The City of Santa Clarita Transit began operating local bus service on August 5, 1991, assuming responsibility for local transit operations from the County of Los Angeles as Santa Clarita Transit; The City provides supervision over a contract operator responsible for all transit operating and maintenance related services including: local, commuter, Dial-A-Ride and Access Services. Santa Clarita Transit began with 300,000 riders, 8 fixed local routes and 13 vehicles. By November 1991, the City began providing Dial-A-Ride services. Soon after, the City began operating commuter service to Downtown Los Angeles, UCLA, Century City, Westwood, and the San Fernando Valley.

Each year, the Santa Clarita Valley continues to grow as new residents and businesses relocate here. In keeping with this growth, the City of Santa Clarita Transit has expanded its services to include eight local fixed routes within the Santa Clarita Valley and seven commuter routes servicing between Santa Clarita and downtown Los Angeles, Century City, Westwood, Warner Center, North Hollywood and the San Fernando Valley.

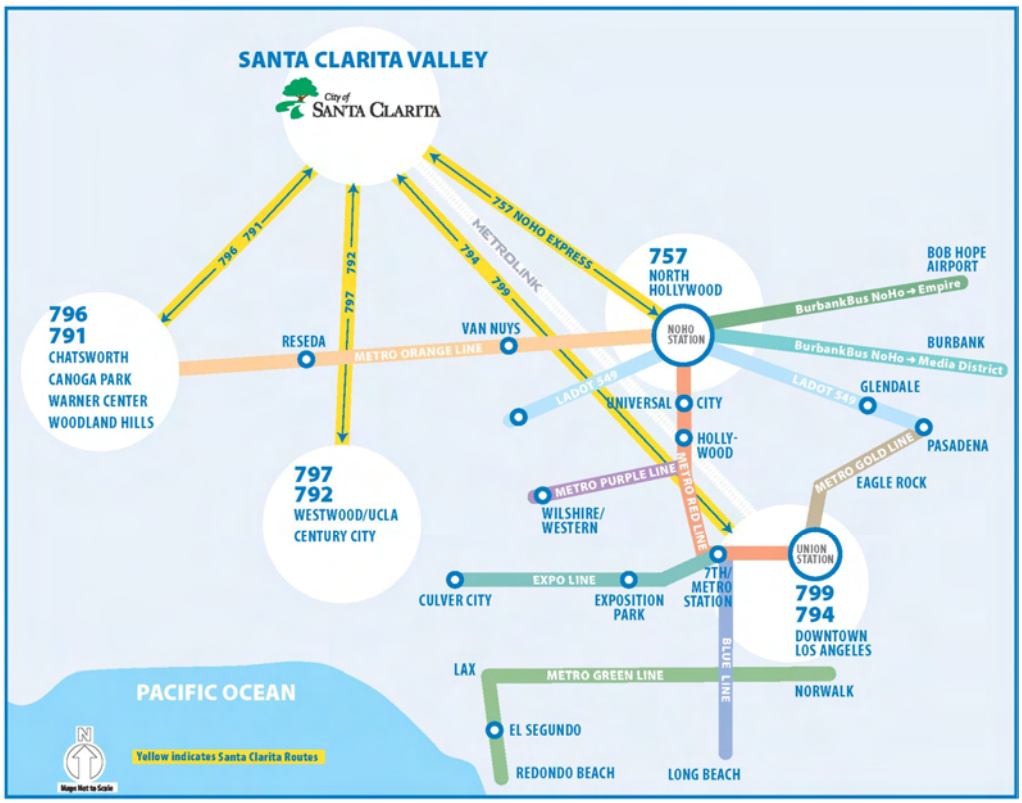
Santa Clarita Transit's total fleet is comprised of 52 Compressed Natural Gas buses, 1 diesel trolley, 28 diesel commuter buses, and 30 demand response vehicles. Santa Clarita Transit operates 69 peak hour buses and provides low cost, easily accessible public transportation for some 11,909 weekday patrons.

Additionally, Santa Clarita Transit operates paratransit services seven days a week for seniors over 60 and the disabled within the Santa Clarita Valley, as well as the general public during evening hours. Our 111 vehicle fleet now provides service to over three million riders annually.

Santa Clarita Transit Local Map



Santa Clarita Transit Commuter Map



CHAPTER 2: GENERAL REPORTING REQUIREMENTS

The FTA requires that Santa Clarita Transit provide information to the public regarding the recipient's obligations under the Department of Transportation's Title VI regulations and explain to members of the public of their protections against discrimination afforded to them by Title VI.

2.1 TITLE VI NOTICE TO THE PUBLIC

The following notice is printed on all Santa Clarita Transit routes and schedules, and is stated on the Transit website1.

Title VI – Civil Rights Policy

The City of Santa Clarita operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Santa Clarita.

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

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

The complaint may be filed in writing with the City of Santa Clarita at:

City of Santa Clarita
28250 Constellation Road
Santa Clarita, CA 91355

Printable Form: Title VI Complaint Form (PDF)

Email: City of Santa Clarita

Telephone: 661-295-6300
Hearing Impaired: 661-295-6382

If information is needed in another language contact, 661-295-6300.
Para más información en Español llame al 661-295-6300, oprima el numero 1.
The "Title VI Complaint Form" may be used to detail the complaint, but is not mandatory. Complaint forms may also be obtained by calling 661-295-6300. The City of Santa Clarita will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

In addition to the Title VI complaint process at the City of Santa Clarita, a complainant may file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839. The FTA's complaint procedure is contained in the FTA Circular C4702.1A.

1 http://www.santaclaritatransit.com/about-us/title-vi-civil-rights-policy/

2.2 SCT TITLE VI COMPLAINT FORM AND PROCEDURES

The following complaint form is available by e-mail, in print on request, and by PDF download on the Santa Clarita Transit website.

City of SANTA CLARITA TRANSIT

TITLE VI COMPLAINT FORM

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Santa Clarita Transit (hereinafter reffered to as "SCT") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. SCT investigates complaints received no more than 180 days after the alleged incident. SCT will process complaints that are complete.

Once the complaint is received, SCT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

SCT has 90 days to investigate the complaint. If more information is needed to resolved the case, SCT may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 60 business days, SCT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Print Form

28250 Constellation Rd
Santa Clarita, CA 91355
661-294-1287 Tel
www.santaclaritatransit.com

City of SANTA CLARITA TRANSIT

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statues and regulations require that *no person in the United States shall, on the ground of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

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

Complete and return this form to the City of Santa Clarita Transit Division: 28250 Constellation Rd Santa Clarita, CA 91355

1. Complainant's Name _____
2. Address _____
3. City _____ State _____ Zip Code _____
4. Telephone Number (home) _____ (business) _____
5. Person discriminated against (if someone other than the complainant)
   Name _____
   Address _____
   City _____ State _____ Zip Code _____
6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:
   a. Race/Color ☐ c. Sex ☐ c. Disability ☐
   b. National Origin ☐ d. Age ☐
7. What date did the alleged discrimination take place?
   _____

City of SANTA CLARITA TRANSIT

28250 Constellation Rd 661-294-1287 Tel
Santa Clarita, CA 91355 www.santaclaritatransit.com

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

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

If yes, check each box that applies:

Federal agency ☐ Federal court ☐ State agency ☐
State court ☐ Local agency ☐

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

Name _____

Address _____

City _____ State _____ Zip Code _____

Telephone Number _____

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

_____ _____
Complainant's Signature Date

2.3 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

All transit recipients shall prepare and maintain a list on any of the following that allege discrimination on the

basis of race, color, or national origin:

- Active investigations conducted by the FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the City of Santa Clarita Transit.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in Santa Clarita Transit's Title VI Program submitted to the FTA every three years.

There are currently no active lawsuits or complaints against the City of Santa Clarita Transit alleging discrimination on the basis of race, color or national origin arising from the service provided.

2.4 PUBLIC PARTICIPATION PLAN

Under 49 USC Chapter 53, Section 5307, the Federal Transit Administration (FTA) requires "a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service". The public, as the primary customer and beneficiary of transit service, is provided the opportunity for input and review through the public engagement process. Actions such as the establishment of new service, fare adjustments, major modifications of existing service, and/or suspension or abandonment of any bus routes may include a formal process of review by SCT, including meaningful public engagement conducted by SCT staff. SCT uses a broad range of outreach tools documented in the Public Participation Plan (Appendix A) to serve this requirement.

SCT is in communication with many organizations throughout the region and often attends meetings and events sponsored by these groups. These groups consistent of cultural organizations, senior center, city and county partners, business associations, and others vested in SCT's service area. In this arena we are able to create relevant conversations and dialogue between SCT and the specific community regarding transit needs.

If special accommodations are desired at any public meeting held by SCT, the public can call SCT's Customer Service prior to the meeting to arrange the proper accommodations. SCT will provide Spanish translation and offer interpreters for other languages, including sign language, upon request. SCT selects meeting and hearing locations to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. Santa Clarita Transit public meetings are all wheelchair accessible.

2.5 LIMITED ENGLISH PROFICIENCY PLAN (LEP)

Per the Title Vi of the Civil Rights Act of 1964, the U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency (65 FR 50121, Aug. 11, 2000)", Santa Clarita Transit is federally mandated to develop and implement a Language Assistance Plan by which Limited English Proficiency (LEP) person can meaningfully access translations of written and oral information. As such, Santa Clarita Transit must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for LEP persons.

Santa Clarita Transit's limited English Proficiency (LEP) plan was updated for this Title VI Program and is attached in Appendix B. The LEP documents the four-factor analysis completed to identify appropriate language assistance measures needed to improve access to SCT services and benefits for LEP persons. As a result of this

analysis, it was determined that 5.1 percent of the population in SCT's service area has limited proficiency in the English language. The most predominate language spoken other than English, is Spanish at 84.4 percent (See Appendix B).

To assist its Spanish speaking LEP patrons specifically, SCT has implemented the following measures:

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Santa Clarita Transit programs and services.
- Provide a bilingual staff member at all community events and public hearings
- Provide group travel training to LEP person with the assistance of bilingual staff.
- Provide translation of all transit flyers, alerts and notices to the public.
- Include language that "Spanish is a plus" on bus driver recruitment flyers, social media and onboard recruitment posters.
- Provide a link for the transit website, fully translated in Spanish.

2.6 MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

The FTA states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program."2 Santa Clarita Transit does not select membership to any transit-related, non-elected planning boards, advisory councils or committees, or similar bodies.

2.7 MONITORING OF SUBRECIPIENTS AND CONTRACTORS

Santa Clarita Transit does not have any subrecipient providers. However, SCT does fully contract out their transit operations and maintenance to MV Transportation. As part of its efforts to ensure MV Transportation complies with the requirements of Title VI, SCT holds periodic meetings with representatives from MV Transportation to discuss any Title VI issues that arise. SCT staff has briefed MV on their Title VI obligations and provided them with copies of the most recent Title VI circular from October 2012. They have agreed to abide by the Title VI requirements.

2.8 FIXED FACILITY IMPACT ANALYSIS

Title VI requires a Fixed Facility (transit centers, operations facility or yard) Impact Analysis for construction projects to assess any impacts to minority communities. If this information has been prepared as a result of an environmental impact statement, the application recipient, or sub recipient, should reference the relevant information by documenting page numbers and submission to the FTA.

A Title VI Equity Analysis should also be conducted during the planning stages to assess where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipient shall engage in outreach to persons potentially impacted by the placement of facilities. The Title VI equity analysis must compare the equity impacts of various site alternatives, and the analysis must occur before the selection of the preferred site.

Additionally, environmental justice principles as reflected in the DOT Order on Environmental Justice (DOT Order 5610.2(a)), address Environmental Justice in Minority Populations and Low-Income Populations. The order describes the process the Department and its modal administrations (including FTA) use to incorporate environmental justice principles into programs, policies, and activities.

2 FTA Title 49 CFR Section 21.5(b)(1)(vii)

As a result of FTA requirements, environmental impact analyses for fixed facilities shall include:

- A Title VI Equity Analysis conducted during planning stages to assess if or how the location will impact minority communities and provides alternatives analysis.
- A project history and background for each project or service plan within the document.
- A discussion of the potential impacts on minority communities and minority-owned businesses during and after construction.
- A discussion on all potential negative environmental impacts, such as traffic congestion, noise, air or water pollution.
- A list of minority owned businesses and household affected by construction projects.
- A description of other significant impacts on minority communities, such as: increased traffic, reduction in parking availability, etc. and
- A description of the relocation program and/or other measures adopted by the applicant used to mitigate identified adverse social, economic or environmental effects of the proposed construction project or service plan all of which should include an environmental justice component.

During this Title VI triennial period, Santa Clarita Transit did not undertake any new planning projects that required the City to complete a Fixed Facility Impact Analysis.

CHAPTER 3: SERVICE STANDARDS AND POLICIES

3.1 MAJOR SERVICE/FARE CHANGE POLICY

All transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people must conduct a Title VI equity analysis whenever they plan a fare change and/or major service change. Santa Clarita Transit is required to develop a Major Service Change Policy that identifies what constitutes a "major service change" for its system. Transportation decisions that occurred on or after April 1, 2013 at the level of a "major service change" require a service equity analysis.

In accordance with industry standard practice, SCT defines any proposed fare increase or major service reduction that reduces service hours and/or miles by 20 percent of the entire system, as a "Major Service Change".

3.2 DISPARATE AND DISPROPORTIONATE IMPACT THRESHOLD

For any proposed change that requires an equity analysis as defined in section 3.1, SCT will determine if the change would create a disparate or disproportionate impact to minority and/or low-income populations, respectively.

Determination of whether a proposed Major Service Change has either disparate or disproportionate impact is based on whether the percentage of minority and/or low-income passengers on an affected transit route is greater than the transit system's percentage of minority and/or low-income riders.

Determination of whether a proposed fare adjustment has either a disparate or disproportionate impacts is based on minority and/or low-income populations bearing a fare rate change of greater than ten percentage points as compared to the non-minority and/or non-low-income populations.

3.3 SERVICE EQUITY ANALYSIS

With the latest 2010 U.S. Census data, on March 27th 2012, the City of Santa Clarita went from a small UZA (less than 200,000 people) to a now a large UZA, and as a result, the City of Santa Clarita is now required to conduct a service equity analysis. However, Since April 1, 2013, Santa Clarita Transit has not established a fare increase or a major service change. Therefore, Santa Clarita Transit did not conduct a Fare Equity or Service Change Analysis for the 2014 Title VI Program. Although SCT does not expect a Service Change Analysis to be conducted as part of this report, it will be included in future triennial updates to the Title VI program, should the need arise.

3.4 SERVICE STANDARDS

Vehicle Load

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees (total number of people / amount of seated people). According to the FTA, the average of all loads during the peak operating period should not exceed vehicles' achievable capacities. Demand Response vehicles will always be no more than 1.0 max load factor.

The City of Santa Clarita performance standard for fixed route maximum load factor is 1.5. According to the City's Transportation Development Plan, vehicles should operate with standees on no more than 20 percent of the runs for any route to avoid recurring loads of more than 150% of the seating capacity3. While the achievable capacities are typically greater, to ensure service quality, if the ratio is exceeded by 1.5, it is the intention of City of Santa Clarita Transit to relieve any overcrowding by adding supplemental runs, or through possible routing changes.

	ACHIEVABLE PASSENGER CAPACITIES			
VEHICLE TYPE	SEATED	STANDING	TOTAL	MAX. LOAD FACTOR
40' New Flyer Low Floor	40	20	60	1.5
40' Nabi Low Floor	39	19	58	1.5
60' Nabi Low Floor	57	26	83	1.5
40 Gillig High Floor	29	15	44	1.5
40 Gillig Low Floor	37	20	57	1.5
28' Chance Trolley	28	15	43	1.5
40'MCI	47	25	72	1.5
45'MCI	57	30	87	1.5
23' El Dorado Paratransit	12	0	12	1.0
23' Ford Starcraft	13	0	13	1.0
23' Ford E-450	18	0	18	1.0
23' Ford E-450 Aerotech	12	0	12	1.0

3 http://www.santa-clarita.com/filecenter/external/transit/SCT%20TDP_Final%20Draft_5.3.13.pdf

Vehicle Headway

The City of Santa Clarita Transit operates eight local fixed-routes and two commuter rail feeder routes in the Santa Clarita Valley. In addition, there are eight peak hour commuter routes, operating to downtown Los Angeles, Century City, Warner Center, the San Fernando Valley, and North Hollywood. The eight local routes in the current fixed-route bus system provide service Sunday through Saturday.

The commuter routes operate Monday through Friday at peak times only (approximately 5am-8am and 3pm-7pm), at approximately every 30-45 minutes, except one commuter route which operates every day, all day, from peak hours (6am-11am, 3:15pm-9pm) every 30 minutes, and non-peak hours at every 1 hour.

On weekdays, all fixed-route service is provided generally between the hours of 4:15 AM and 11:00 PM at every 30 minutes, on Saturdays buses run generally between 6:30 AM and 10:30 PM at every 30 minutes, and on Sundays and holidays, service is provided between 6:10 AM and 10:00 PM at every 30 minutes. Commuter rail feeders operate a limited service during peak hour commuter times, Monday through Friday.

On-Time Performance

A vehicle is considered on time if it departs a scheduled timepoint zero (0) minutes early and no more than 5 minutes late. Santa Clarita Transit's on-time performance objective for fixed route service is 90.5 percent or greater. Santa Clarita Transit continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

Service Availability

According to the 2013 Transportation Development Plan4 , Santa Clarita Transit's main objective is to contribute to the area's economic and social well-being by improving access to employment, shopping, and activity centers for the maximum number of residents. To achieve this, performance measures and standards must take place.

One of the key performance measures is to compare current fixed-route alignments to moderate, higher-density housing and suburban-density housing. As well as determine if low-density areas and residential areas inaccessible to transit, is currently being served by public Dial-a-Ride.

In order to fulfill Santa Clarita Transit's objective, the following will be considered a standard:

- Higher frequency fixed-route service serves all significant activity centers and within ¼ mile of 95% of residents in neighborhoods containing at least 400 units of moderate or higher density housing.
- Provide fixed route bus service within ½ mile of at least 75% of residents in suburban density neighborhoods where it is feasible to do so.
- Serve low-density areas and residential areas inaccessible to large buses (due to narrow streets, steep or rocky terrain) with customized or non-traditional services where not feasible to serve with fixed route transit.

Like many urban areas, the Santa Clarita Valley has multiple activity centers instead of a single central business district (CBD). Within the Santa Clarita Transit service area, there are vast areas of extremely low-density

4 http://www.santa-clarita.com/filecenter/external/transit/SCT%20TDP_Final%20Draft_5.3.13.pdf

housing and employment sites. The City of Santa Clarita Transit attempts to link major trip generating sites and route vehicles along major commercial thoroughfares. This routing has allowed for better access to schools, shopping centers, government centers, parks, libraries, hospitals, community and senior centers. The City of Santa Clarita Transit intends to continue to route vehicles so that this type of access is preserved to these facilities.

Local bus stops will be no more than 0.25 miles apart. If the geography or street infrastructure on a bus route impacts bus stop spacing, bus stops will be placed as close to the 0.25 mile standard as possible.

3.5 SERVICE POLICIES

The Federal Transportation Administration (FTA) requires that all providers of fixed route public transportation develop qualitative policies for the following procedures: Vehicle assignment and Transit Amenities. Santa Clarita Transit has adopted these qualitative policies, which are summarized below, and were developed to help Santa Clarita Transit better achieve equity for all of its transit riders.

Vehicle Assignment

The City of Santa Clarita Transit's fleet is relatively young, with an average age of 4.5 years. SCT's entire fixed route fleet is low-floor and also equipped with air conditioning and automated stop announcement systems.

Commuter routes will only be assigned to the larger over the road, 45 foot coaches. They will be rotated within the commuter routes. Due to the larger amount of riders, steep terrain, highways and long drives, the 45 foot coaches will ensure to our patrons that they will get to their destination with reliable and larger buses that can handle these impediments. Local routes will continue to rotate with the rest of the fixed route fleet of 40 foot coaches, to ensure that all vehicles are being deployed throughout the local service area. Dial-A-Ride vehicles are used in demand response service; they are randomly assigned daily trips as maintenance schedules and capacity allows.

Below is a list of the entire transit fleet:

1. **Commuter Coaches**
   The City of Santa Clarita Transit owns twenty eight (28) commuter express fixed-route vehicles. That fleet consists of four (4) 2010, thirteen (13) 2004, five (5) 2001, and six (6) 2014 MCI model D4500 coaches.
2. **Local Coaches**
   The City of Santa Clarita Transit owns fifty three (53) local fixed-route vehicles. That fleet includes seven (7) 2010 low floor CNG New Flyer coaches, eight (8) 2008 low floor CNG NABI coaches, two (2) 2007 NABI 60ft CNG articulated coaches, fourteen (14) 2005 low floor CNG New Flyer coaches, ten (10) 2013 Gillig model coaches, eleven (11) 2014 Gillig model coaches and one (1) 2000 Chance Trolley.
3. **Dial-A-Ride**
   The City of Santa Clarita Transit owns twenty-eight (28) paratransit vehicles. Fourteen (14) 2008 CNG Ford Starcraft vans, one (1) 2007 El Dorado Aerotech van, one (1) 2010 El Dorado Aerotech van, four (4) 2010 Ford E450 Cutaways, three (3) 2012 Ford E450 Aerotech vans, one (1) 2012 Dodge El Dorado van and four (4) 2006 El Dorado Aerotech gasoline vans.

Transit Amenities

The City of Santa Clarita Transit has 438 bus stops located within the City of Santa Clarita. In addition to the City owned bus shelters, benches and trash cans, the City of Santa Clarita contracts with a vendor who provides an additional fifty-one (51) transit advertising shelters. The installation of transit amenities along bus routes are based on the number of passenger boarding's, major landmarks, major transfer points and site availability at these stops along those routes. All transit amenities installed at bus stops must meet and follow Americans with Disabilities Act (ADA) requirements: A minimum sidewalk clearance of 48 inches and/or a 5'x 8'unobstructed concrete landing pad.

CHAPTER 4: DEMOGRAPHIC AND SERVICE PROFILE MAPS & CHARTS

The FTA requires transit providers receiving federal assistance to provide demographic maps that shade census tracts where the percentage of total minority and low-income population reside in the service area. These maps and charts will help the transit provider determine whether and to what extent transit service is available to minority populations within the transit provider's service area. Using Census data, the City created "map layers" and created a visual display to show demographic information in relation to the City's transit bus routes.

4.1 MINORITY CHARACTERISTICS

In 2010, the U.S. Census identified 370,059 residents in the census tracts within the Santa Clarita Transit service area. The minority population includes Hispanic or Latino, African Americans, Asians, American Indian and Alaskan Natives, Pacific Islanders, other Non-White and Non-Hispanic two or more races. In the Santa Clarita service area, 18.24 % or 67,513 of the residents were designated as minority in 2010.

SCT Service Area Minority Status (2010 Census)

Total Population	Minority		Non-Minority	
370,059	67,513	18.24%	302,546	81.76%

Appendix C shows the demographic map with census tracts where minorities reside within the Santa Clarita Transit service area. All local Santa Clarita Transit routes are shown as of January 2014. This map helped Santa Clarita Transit to determine that transit services are available to minority and non-minority populations equally within the Santa Clarita service area.

4.2 INCOME CHARACTERISTICS

Santa Clarita Transit, in keeping with the definition in 49 U.S.C. 5302 as amended by MAP-21, considers an individual whose family income is at or below 150 percent of the poverty line to be low-income for the purposes of this Title VI analyses.

According to the guidelines and 2012 American Community Survey results, 16.47% of the population within the SCT local service area living at or below 150% of the poverty line. In this report, census tracts in which the low income percentage exceeds 16.47% are defined as low income tracts.

SCT Service Area Poverty Status (2012 ACS)

Total Population	People Below 150% of Poverty Line	Low Income Percentage
370,059	60,957	16.47%

Appendix D shows the census tracts in the Santa Clarita Transit service area in which the percentage of low income residents is at or above 16.47%. This map aided Santa Clarita Transit to determine that transit services are available to low income and non-low income populations equally within the Santa Clarita service area.

4.3 COMPOSITE MINORITY & LOW-INCOME CHARACTERISTICS

In order to better understand the minority and low-income population distribution patterns, each census tract in Santa Clarita Transit service area is classified into one of the following four categories: Minority/Non-Low Income, Low Income/ Non-Minority, Minority/Low Income, and Non-Minority/Non-Low Income.

Appendix E shows the distribution pattern map of minority and low income population combined, in the Santa Clarita Transit service area. A detailed list showing population ethnicity and income information for each census tract in the service area is attached in Appendix F.

Minority and Low Income Thresholds by Census Tract Data in the SCT Service Area

Category	Minority Percentage	Low Income Percentage
Minority/Non-Low Income	> = 18.24%	< 16.47%
Low Income/Non-Minority	< 18.24%	> = 16.47%
Minority & Low Income	> = 18.24%	> = 16.47%
Non-Minority/ Non-Low Income Tract	< 18.24%	< 16.47%

4.4 DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS COLLECTED BY SURVEYS

According to the City of Santa Clarita Transit's 2014 Limited English Proficiency plan (LEP), 31.2 percent speak a language other than English. Of those residents, 67.4 percent are Spanish speakers (See Appendix B).

In May of 2013 the City of Santa Clarita completed the Transportation Development Plan (TDP), to present a plan for short-term and mid-term operational, financial and capital improvements for the City of Santa Clarita's transit program. These strategies included a customer on board survey of our local and commuter fixed route services. Based on the TDP survey responses, 53 percent of respondents cited speaking a language other than English at home. Spanish was the most-cited language, representing 36.3 percent. Only 16.7 percent spoke another language. This validates the largest LEP population in the Santa Clarita Transit service area as Spanish speakers.

The TDP customer surveys also provided data on the income levels of the local and commuter riders. On local fixed-route, the most frequent response (46.1 percent) was a household income level of under $15,000 a year.

Just over one-fifth of respondents reported an income of $35,000 or more (20.4 percent). On Commuter routes, the majority of respondents (53.3 percent) cited a household income of $55,000 or more annually. This was unsurprising give the relatively modest level of ride-dependence as demonstrated by vehicle availability.

4.5 MONITORING TRANSIT SERVICE

Santa Clarita Transit regularly monitors the service throughout the service area. This evaluation includes route specific ridership, passengers per service hour by route, monthly ridership by route, vehicle loads based on electronic and traditional methods, on-time performance and level of service to various key transfer points. The U.S. Census provides demographic information by census tracts including population estimates, ethnicity, income and other quick facts. This report is used in the Santa Clarita's LEP plan and demographic maps and data to determine where minority and low-income reside in the transit's service area.

Through this data, it was confirmed that Santa Clarita Transit routes cover all areas of the Santa Clarita Valley. With 30 minute frequencies on all routes, areas with high and low Limited English Proficiency are equally served. Based on total ridership numbers for all local routes, the highest ridership by far comes from the routes that serve our LEP and minority population of Canyon Country (91351) and Newhall (91321).

ROUTE	FY2013 Ridership Totals	Service Area
Route 1	605,149	Castaic, Valencia, Newhall and Canyon Country
Route 2	412,663	Castaic, Valencia, Newhall and Canyon Country
Route 3	89,651	Saugus and Valencia
Route 4	183,539	Newhall, Valencia and Saugus
Route 5	412,858	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 6	733,644	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 7	65,507	Saugus and Valencia
Route 14	162,929	Newhall, Valencia and Saugus

CONCLUSION

This report fulfills the compliance reporting requirements for the Title VI as detailed in FTA Circular 4702.1B. This report detailed Santa Clarita Transit's services, long-range planning efforts and general reporting requirements mentioned in this circular. The program specific requirements were addressed with a demographic and service profile along with a description of Santa Clarita Transit's service standards and policies. Service changes and service monitoring were also described. Finally, a quality of serviced analysis was conducted. The results demonstrate Santa Clarita Transit services a diverse population and supplies public transportation equitably to all classified races, ethnicities, and income levels.

APPENDICES

APPENDIX A – 2014 PUBLIC PARTICIPATION PLAN

APPENDIX B – 2014 SANTA CLARITA TRANSIT LIMITED ENGLISH PROFICIENCY PLAN

APPENDIX C – 2014 MINORITY DEMOGRAPHIC MAP

APPENDIX D – 2014 LOW INCOME DEMOGRAPHIC MAP

APPENDIX E – 2014 MINORITY AND LOW INCOME DEMOGRAPHIC MAP

APPENDIX F – 2014 MINORITY AND LOW INCOME CENSUS TRACT DATA

Public Participation Plan

City of SANTA CLARITA TRANSIT

Revised March 2014

CITY OF SANTA CLARITA

SANTA CLARITA CITIZEN PARTICIPATION PLAN

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I. Public Participation

Goal

The goal of the City's Citizen Participation Plan is to assure the City is operating with the will of the public it serves and to provide a variety of forums for expressing the ideals, values and desires of the citizens of Santa Clarita.

It is the goal of this plan to assure that public participation includes two-way communication, with the overall goal being better decision-making by the City and supported by the public.

Citizens cannot participate effectively in decision-making unless they have been adequately informed of the alternatives and their consequences; thus, adequate public information is always a central element in any public participation program.

It is important to recognize that public participation goes beyond informing the public. The purpose of public participation is to both inform the public and get the public's reactions regarding the proposed actions or policies. The City of Santa Clarita will utilize two-way communication and problem solving.

II. What is Public Participation?

Public participation is the process by which our citizens' concerns, needs, and values are identified prior to decisions, allowing the citizens to contribute to and become involved with the City of Santa Clarita's decision making process. Two-way communication and problem solving from the onset, result in better decision making by the City supported by the citizens.

Public Participation and Legitimate Decisions

Of critical importance to the decision making process is making a decision count. It is not enough for the city to just to reach a decision. If it is going to count, a decision must be seen as legitimate by the citizenry. What makes a decision legitimate is not only the substance of the decision, but also the perception by the public that the decision making process by which the decision was made, was fair, open and democratic.

Public participation provides a vehicle by which the citizenry is not only heard before the decision, but has an opportunity to influence the decision from beginning to end. Education is no longer enough. In effective public participation, even if groups or individuals are not entirely satisfied with the final decision, they will have had the opportunity to influence how the question or problem was posed, which alternative got considered, how the alternatives were evaluated and what adjustments were made to reduce impacts. Public participation does not ascertain that every decision will result in a consensus decision; however, it can give legitimacy to decisions, because

every decision will be made in a visible manner with opportunities throughout the process for the public to influence the outcome.

Santa Clarita Transit

The City of Santa Clarita's Transit Division is responsible to meet the Federal Transit Administration's (FTA) guidelines and certify that there is a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transit service. This document serves this purpose. This public participation plan details the opportunity for a public hearing or public meetings, how the meetings will be conducted and how the results will be considered in the process of changing fares and service. A public meeting is not mandatory; however, an opportunity for a public meeting in order to solicit comment must be given. Further details on this process are described in Section VI.

Benefits of Public Participation

Public participation provides a wide range of benefits to the City. Among benefits are improved quality of decisions, consensus building, avoiding "worst case" confrontations and maintaining credibility and legitimacy.

Improved Quality of Decisions

The process of consulting with the public often will assist in clarifying the objectives of a project or policy. Public participation often results in considering new alternatives and approaches for the most effective solution. The public often possesses crucial information, which makes a difference in how a decision is implemented, making the difference between a successful or unsuccessful program.

a. Consensus Building

A public participation program provides a better opportunity to build a solid, long term agreement and commitment between otherwise divergent parties. This builds understanding between the parties, reduces political controversy, and gives legitimacy to City decisions.

b. Avoiding "Worst-Case" Confrontations

Public participation provides opportunities for parties to express their needs and concerns without having to be adversarial. Early public participation can help reduce the probability that the City will be faced with acute unnecessary and avoidable confrontation; however, public participation will not reduce or eliminate all conflicts.

c. Maintaining Credibility and Legitimacy

The way to achieve and maintain legitimacy, particularly when controversial decisions must be made is to follow a decision making process, which is visible and credible with the public, and involves the public. Public participation programs will also leave the public more informed and provide a rationale behind decisions.

As the creators of a new city, we in Santa Clarita have a unique opportunity to build credibility among residents early on. By fully utilizing the various techniques available, Santa Clarita can become known for its vast citizen input on major issues.

III. When Is Public Participation Needed?

a. Identifying issues that require public participation

There are a few guidelines that can be used to determine when citizen participation is needed. These guidelines may or may not fit depending on the issue. New standards should be adopted according to the situation at hand.

Public participation may be needed when?

- The decision will have a significant impact on the community.

The key word here is significant. Anytime a person or groups within the community believe there is something to be lost or gained because of a decision that the City makes, then, it becomes significant to them. What we have to understand is no matter how significant a decision may seem it will have some form of impact on the citizens of that community, whether it is positive or negative. What you have to remember in decision making is that what is not important to you, may be to someone else.

- The decision will affect some citizens more than others.

These decisions made by the City may impact a large or a small number of its citizens. These decisions usually involve some type of benefits that a particular segment of the community will receive over others. These decisions tend to do more harm to the community as a whole, because the controversies usually center on who gets what and not the decision or the benefits of that decision. If there is any diversity among the citizens of the community, then these types of decisions usually widen the gap. It is important to look at the trade off when the City is making these types of decisions.

- The decision will impact a vested interest or use.

These decisions usually involve some form of restrictions or cuts in services. These decisions are usually controversial in nature because citizens view these decisions as a restriction of their rights or freedom. Anytime that a decision is made to take away something; it will impact someone. As City government, we hope that impact is small. Example: The big rig truck ordinance involved taking away a way of life. To the truck operators, not being able to park their rigs at home was a big deal. To most residents of the City, however, the unsightliness and blocked views that resulted from trucks being parked on residential streets were more of an issue that the City originally anticipated, thus culminating in the new ordinance. The City thought they had addressed the issue, but failed to see the total effect of the decision.

- The decision involves a subject which is controversial.

These are the City's taboo decisions; no matter what you do, it will be controversial. These taboos usually range from growth issues to City participation in economic incentive packages to companies. Each citizen or group will view the subject in a different manner. It goes back to, what is important for one may not be important to another. Example: Growth Management. Some residents view this as a necessary means to control excessive traffic, overcrowding and pollution; while others view growth management as an obstacle for financial viability.

- The City needs active support to implement decisions

These are decisions that try to "sell" the citizen on joining the bandwagon by asking them to participate in the decision making process. This is the key element when the City needs a vast number of citizens to participate to make a decision happen or seem like the decision has mass approval, which increases the power of the decision. Example: The landfill issue. It could be said that a vast number of citizens do not want a landfill near the City. These citizens will support any action that the City takes to avoid this happening.

b. When you're not sure public participation is needed

The key to this question is when you are not sure if citizen's participation is needed, ask others. Since no one can always accurately predict what the citizen's reaction will be to a particular issue, here are some ways to increase the likelihood that you will identify those issues, which justify public participation.

The first step is to review how other cities have handled the issues.

You may be able to tell if the citizens of Santa Clarita will react similarly to the issues. This will require that you be familiar with the different actions in the City. Example: Hillside Management. There are a number of cities that could have been contacted early on to see how they handled this. That could have avoided a major issue.

- There is a combination of things that the City can do when it is not sure public input is needed

First, ask the citizens who will be affected by the decision. You usually can identify the potential level of controversy and key issues that are surrounding the decision. It is important to get a representative sample of participants in this process. Another idea is to conduct focus groups. It is not a perfect method for predicting public reaction, but you may be able to identify potential issues or controversy.

The key is to research the issues before the decision is made and not after it. It may be too late by then, and the controversy of the issues will have clouded the citizen's minds.

Design checkpoints

When developing a public participation plan, include milestones as measuring points to judge the effectiveness of your plan. This may be done according to time, uses, or controversies. Do not expect to be right all of the time. This is a key area because any decision that you make will not please everyone. However, if you take the above steps, you may be able to reduce some of the controversy that surrounds the issue.

IV. Preparing a Public Participation Plan

A. When is one required?

City policy requires a Public Participation Plan for City decision making whenever:

- A City decision is likely to be perceived as controversial or significant by the public, or:
- The City needs active support to implement a decision.

Since the terms "significant" and "controversial" are subject to interpretation, particularly when assessing how a decision will be perceived in the future, assessing whether a decision requires public participation involves judgment on the part of the City staff.

The following guidelines will serve as a barometer to determining when something may be perceived as "significant" and "controversial":

- The decision will have a substantial impact on City residents in terms of taxes, fees, uses or regulation (e.g., business registration fees).
- The decision will significantly affect some groups or neighborhoods in the City more than others (e.g., Palmer's Santa Catarina project).
- The decision involves a subject, which is already controversial (e.g., developer agreements).
- A decision impacts a great many residents who may feel a sense of obligation and desire to exercise their rights of democracy as part of a sense of ownership and concern for the community.

Public Participation is also required when broad-based community support is needed to implement a program such as the Santa Clara River Recreation Plan or the City wide Recycling Program.

Each department will be responsible for completing a Public Participation Plan prior to initiating a public participation program. This plan is to be filed in the City Manager's Office, and should be signed by appropriate management of all divisions.

a. Who is Responsible for Developing the Plan?

In most decision making processes there is one person designated as "program or project manager", whether or not that title is used, who is responsible for seeing that all the technical studies are done, reports are prepared, and recommendations are developed for the Council. This person will be responsible for preparing the public participation plan for their project. This person can ensure that public participation is an integral part of how the decisions get made.

This person is encouraged to draw on others in the organization to assist in preparing the plan, such as the Public Information Officer. But the overall responsibility for the plan is located with the person who is responsible for making the entire process happen.

V. Public Participation Techniques

a. Information Techniques

Briefings – Briefings are a way of keeping key elected officials, agencies or key interest groups informed on the progress of specific work/plans. Briefings may consist of a personal visit, or a phone call, to inform these persons before an action is taken.

Exhibits/Displays – A visual way to inform the public and stimulate people to participate is to set up exhibits or displays in public places which get a lot of foot traffic, such as major shopping malls, transportation centers, major community events, such as the SCV Business Expo or the Cowboy Festival, or even at sporting events. It is best whenever possible to staff the exhibit with a knowledgeable person.

Feature Stories – A feature story is actually an expanded news story, written by a reporter. Feature stories can provide an added dimension to your story, providing the public with an in-depth profile of the different sides of your project. Be sure to provide information that is timely, factual and objective.

Mailings – In addition to making reports and documents available at your department counter, the City Clerk's office and in the library, expand your availability of these reports by mailing them directly to leaders of organized groups and interests, including businesses, environmental or neighborhood groups. Consider creating a 2-3 page summary of the reports to a larger list, while mailing the full report to key players.

b. Participation Techniques

Advisory Groups/Task Forces – For some major issues, the Council may wish to create a citizen's advisory group, such as the General Plan Advisory Committee. Advisory Groups are useful in providing a citizen's perspective throughout the decision making process. To be effective, advisory groups must be perceived as truly

representative. Second, it is essential to define the limits of the group's authority must be understood in advance, preferably as part of a written mandate. Third, working with an advisory group requires a significant commitment of time and staff resources, and should not be undertaken if you are unable to commit the resources to make it work right.

Task forces are a specific kind of advisory group. While most advisory groups are set up to last the life of the decision making process, task forces usually complete a specific task, then disband. A task force might, for example, recommend criteria for site selection for a controversial facility. Or, a technically oriented task force might assess the health risks associated with using reclaimed water in parks, etc. Once the task force makes it recommendation, then it ceases to exist. It is possible that a number of issues may be resolved by consensus at the task force level, reducing the number of controversial issues, which must be addressed by policy makers.

Focus Groups – Focus groups are small discussion groups selected either as randomly as possible, or alternately, as closely approximating the demographics of the community as possible. Focus groups may be used as an alternative to polls to "test market" the public's emotional reactions to a product, idea, etc. The prime value of a focus group is predicting emotional reactions rather than assessing the number of people taking particular positions. Knowing what emotional reactions are likely to be, you may modify ideas, or present them in such a way that either appeals to or avoids emotional responses. In the context of a public participation group, however, there is a chance that conducting focus groups may be seen as an effort to manipulate rather than learn from the public.

Hotlines – Hotlines (such as the one-time hotline set up for answering questions on annexation or our on-going Concerned Citizen Hotline) allow the public to receive answers to specific questions or concerns, without risking being transferred back and forth between departments.

Hotlines are a form of two-way communication. Many people will (and do) call the hotline to ask a question, while others call only to comment.

You may also use a hotline to dispense information, such as when the next meeting will be on the subject of interest.

New Conferences – A news conference is a good way to stimulate the interest of the media to do a new story. The value of a news conference is that the key City player(s) will be doing the talking. It is a good rule to reserve news conferences for major announcements, such as the release of a major report or study.

Other ideas may include a series of stories in "The Quarterly Report," which is mailed four times a year home in the Santa Clarita Valley, or articles in the Santa Clarita Valley View magazine, a monthly "freebie", mailed to every home.

It is recommended that the wording of your articles or newsletters be reviewed by a citizen advisory group to assure the language is objective.

Newspaper Ads/Inserts – One way to reach the whole community with the same information is to prepare the information in the form of a newspaper insert. Remember though, the more people know about the process the more likely it is that the number of people who want to participate in the decision will increase. The newspaper insert is a good way to reach beyond the most actively involved citizens and to inform the public at large. Be sure the inserts are presented in an objective and balanced manner.

Newspaper ads or paid advertisements are an excellent way to make an announcement, especially about an upcoming meeting. Beware of large ads, which tend to draw criticism. Even if they are providing information, they may come under fire due to the use of public funds.

Speakers' Bureau – The City's Speakers' Bureau is an effective means for communicating with people who are influential in the community. The City regularly mails letter, brochures, and invitations for speakers and other items to our list of more than 300 clubs, organizations and homeowners associations. If you anticipate numerous presentations, perhaps a power point presentation would be beneficial and more interesting to your audiences. Be sure to tailor your presentation to the technical interests and aptitudes of your audience.

Public Service Announcements – Radio and television stations broadcast, without charge, a certain number of announcements. In particular, they are very likely to run announcements of public meetings, events or other opportunities for the public to participate.

Workshops are highly interactive; they do not work as well with large groups. When the number exceeds 20-25 people, it is difficult to achieve the kind of interaction you want, although using some form of a large/small group format is possible.

Polls – Most participatory techniques do not tell you the proportion of views in the community at large. Is the group you are hearing from just a small, vocal minority, or do they speak on behalf of the majority of the community? Polls allow you to quantitatively assess viewpoints in the community; however, polls do not always predict outcome. Polls are expensive and often capture a snapshot of one moment in time; not preferable if the issue is ever changing. Polls are helpful and informative, but do not replace the need for other forms of direct participation by interested parties.

Putting It All Together

Remember that there is no one public participation program that meets the needs of all circumstances. The effectiveness of public participation does not result from

using a single public participation technique, but from combining involvement and participation techniques into a total program.

To illustrate the use of citizen participation, let us say, for example, we are evaluating alternate sites for a new City park.

- You decide that the meeting format most suitable for evaluating alternative sites is a workshop format. Rather than hold one large meeting, you decide to hold a series of workshops, one for each neighborhood in which there is a potential site.

- To announce the workshops you might decide to use paid advertising as well as contact the media to arrange feature stories describing the major topics to be covered in the workshops.

- In all likelihood there are technical or environmental reports that have been prepared and have information that bears on the topics to be discussed in the workshops, so you will be able to mail out technical reports or environmental documents to key agencies and groups so they can review prior to the workshops.

- Prior to the workshops, you might issue a newsletter or flyer summarizing all the key information which people will need to participate in the workshops. Before printing, you might decide to have the Citizen Advisory Group review the proposed copy for the newsletter, to be sure it seems objective and impartial.

Meetings, Hearings, Workshops: – The most widely used technique for public participation is the public hearing. Regrettably, public hearings are not a particularly effective device for public participation. While they do meet legal requirements, they do a poor job of trying to bring people together to resolve problems. In fact, public hearings often exaggerate difference, because during hearings, leaders of constituencies have to be seen defending their constituency's interests.

Another concept is the Town meeting, an honored tradition in New England. The spirit of the town meeting is everybody coming together as equals, trying to solve problems and make good decisions. However, public participation meetings never have legally binding power, instead they influence decisions made by our elected officials.

A good format is one that ensures everyone gets a chance to be heard. For example, some public meetings use a large group/small group format in which, following an open presentation the audience is broken down into small discussion groups. Afterwards, a spokesperson from each of the small groups makes a short presentation to the full audience, summarizing the discussion in their small groups.

You may also want to try small "coffee klatches", informal meetings with a small group of people meeting in a private home or other intimate setting such as a local coffee shop. These are better for getting genuine involvement rather that a single large meeting. The point is, do not limit your thinking as to what constitutes a public meeting. Design a meeting format which fits your particular purpose.

On form of meeting, which has proven particularly effective in resolving issues, is the workshop. Workshops differ from other public meetings in that they have a stated purpose of completing a specific assignment.

For example, a workshop might be used to evaluate alternative sites. A workshop might also be used to eliminate sites which do not meet the siting criteria, or in getting agreement on the actions which need to be taken to mitigate any negative effects of a facility.

- You might want to hold individual briefings or a Study Session for City Councilmember's prior to the workshops, so they feel adequately informed in case residents ask them questions.
- You might even decide to make presentations to civic and/or technical groups via the City's Speakers' Bureau, prior to the workshops to stimulate interest.
- You may consider operating a temporary hotline, providing information to callers, along with an opportunity to leave a message for a return call on individual questions or concerns.
- Following the workshops you will want to get back to people to tell them what the outcome of the workshop was, so you may want to send another issue of the newsletter, or simply a report summarizing public comment. If major decisions resulted form the workshops, you might also want to hold a press conference and issue a news release describing the decision.

As this description clearly shows, public participation is not a matter of selecting a single technique, but of combining numerous techniques into a unified program.

There are a few suggestions to follow in putting together a public participation program:

- Highly interactive formats, such as workshops, cut down the chances for posturing and rabble rousing and are usually very satisfactory for the average participant.
- The two biggest problems with advisory groups are: (1) whenever there is uncertainty about the group's charter – exactly what its authority is or is not – there is a potential for conflict and hard feelings; and (2) advisory groups can spend so much time discussing procedures that they drive away people concerned with substance. The need for elaborate procedures can be sharply reduced if an advisory group agrees to work on a consensus basis rather than by majority vote. Because no advisory group can ever exactly represent the mix of opinion in the community, a close majority vote only shows that the

community remains divided. Advisory groups can be very helpful, but be aware of their limitations as well.

- The public information component of a public participation plan must be objective. Publications sent out, as part of public participation programs can not be treated like public relations pieces designed to "sell" a particular point of view. Their purpose is to provide the information the public needs to participate in an informed manner, and if the public is to do that wisely, it must be given objective, balanced, and credible information.
- Play it straight with the media. Provide all the important information, in an objective, factual manner.
- Be sure to provide "feedback loops" that is, if you ask the public to participate, always get back to the public in a timely manner to tell people what you heard, how you are going to respond to the comments, and what comes next as a result of those comments. The primary motivation for participation is the sense that you can have an impact. Without feedback, you're providing no rewards to stimulate further participation.

Never take elected officials by surprise. Even if elected officials don't like the news, always let them know first, so they are not taken by surprise with residents.

A full blown public participation program is a sizable effort, requiring careful planning, and a significant commitment of time and staff. But the alternative may be to go through the entire decision making process and be unable to implement anything.

VI. Santa Clarita Transit

The City of Santa Clarita's Transit Division is responsible for making certain that the necessary steps are taken that both the public is informed and that staff get the public's reactions regarding the proposed actions or policies.

The City of Santa Clarita will conduct and follow the public participation plan for any proposed fare increase or major service reduction that reduces service hours and/or service miles by 20% of the entire system. The public input process includes, but is not limited to, public hearings, public meetings, open houses, or written or electronic comment forms. Santa Clarita Transit staff will develop recommendations as to the appropriate type and level of public input required. Management staff will review these recommendations and determine the method or methods to be used to collect this input.

Prior to increasing the basic fare structure or a major service reduction, Santa Clarita Transit staff shall:

- Appropriately publicize plans to increase the basic fare structure in a variety of ways. Options for publicizing plans include the City of Santa Clarita

Transit website, agency e-mails, newsletters, social media messages, and other means of correspondence.

- Provide opportunities for public input. Options include holding workshops, mailing comment forms to customers, and soliciting for public comment via e-mail.
- Present information to the local community centers (ie. Senior Center, Newhall and Canyon Community Center, etc) for their comment and feedback.
- Hold a public hearing with written notice and recording services.
- Review and document public comments, and present at the public hearing held before the City Council.
- Ensure that any transportation investments do not disproportionately burden any population with adverse impacts.

Santa Clarita Transit includes an outreach plan to engage minority, and Limited English Proficient (LEP) populations in the following practices:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Provide a bilingual staff member at all community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven day advance notice.
- Coordinating with community and faith-based organizations, educational institutions (such as COC), senior centers and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Consider using radio, television, social media, or newspaper ads on stations and in publications that serve LEP populations.
- Providing group travel training to LEP person with the assistance of bilingual staff.

VI. Summary and Follow-up

This plan is designed to be a "how-to" guide for implementing public participation plans for various projects within the City.

It is important to recognize the importance of public participation, in that it may change the course of projects and staff work. This is to be expected and appreciated for the days of "selling" a project are gone.

Implementation of this plan legitimizes public input by helping determine the direction our public is going, and then getting in front of the parade.

Remember public participation does not slow things down, but not doing it will.

This plan calls for a "project manager" to be in charge of writing and implementing public participation as part of their normal duties with that project. This action is to assure that the public participation process becomes an integral part of all "major" projects, affecting groups of residents.

It is our hope that this document will be used as a working tool for each department.

City of SANTA CLARITA TRANSIT

LIMITED ENGLISH PROFICIENCY (LEP) PLAN
April 2014

Introduction

The Limited English Proficiency (LEP) Plan has been prepared to address Santa Clarita Transit's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, and it's implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin. Santa Clarita Transit will take reasonable steps to ensure that all persons have meaningful access to its programs, service and information, at no additional cost.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicate that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its' respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Santa Clarita Transit.

Santa Clarita Transit's goal is to take responsible steps to ensure meaningful access in benefits, services and information to LEP persons in the service area. All residents in this service area, to the fullest extent practicable, should be able to understand and participate in the transit services provided.

Plan Summary

Santa Clarita Transit has developed this *Limited English Proficiency* Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by Santa Clarita Transit. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required and how to notify LEP persons that assistance is available.

In order to prepare this plan, Santa Clarita Transit undertook the U.S. Department of Transportation's (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with Santa Clarita Transit programs, activities or services.
3. The nature and importance of services provided by Santa Clarita Transit to the LEP population.
4. The resources available to Santa Clarita Transit and overall cost to provide LEP assistance.

A summary of the results of Santa Clarita Transit's four factor analysis is in the following section.

Four-Factor Analysis

1. The number and proportion of LEP persons served or encountered in the eligible service population.

Santa Clarita Transit's service area covers the Santa Clarita Valley. This Valley consists of the City of Santa Clarita and various unincorporated areas of Los Angeles County. For planning purposes, Santa Clarita Transit reviewed and looked at the 2008-2012 American Community Survey "Languages Spoken" (B16001) by each Zip Code in the Santa Clarita service area.

The Santa Clarita Transit service area has a total population of 199,106 over five years of age. In this population, 68.79 percent speak only English. Of the 31.21 percent that speak a language other than English, approximately 22,909 residents, or 11.51 percent, indicated that they speak English "less than very well". Of the 22,909 residents that would be considered LEP, (speak English "less than very well") the majority (67.44%) is Spanish speakers.

Other languages spoken within the Santa Clarita Transit service area include: Indo-European (*German, Yiddish, Dutch, Swedish, Norwegian, French, Italian, Portuguese, Russian, Polish, Serbo-Croatian, Hindi, Gujarati, Punjabi, Urdu, Greek, Baltic and Iranian languages*), *Asi*an and Pacific Island (*Chinese, Korean, Japanese, Vietnamese, Hmong, Khmer, Lao, Thai, Tagalong, Pilipino, Telugu, Tamil, Malayalam)* and All other languages (*everything not mentioned above)*. The table below illustrates the number of LEP residents by language.

Non English Speaking LEP Population Santa Clarita Valley 2008-12 ACS Data		
Language	Count	Percentage of LEP Population
Total LEP Population	22,909	100%
Spanish	15,450	67.4%
Korean	2,381	10.4%
Tagalog	1,151	5.0%
Chinese	671	2.9%
Armenian	479	2.1%
All others	2,777	12.1%

Based on the demographics outlined above, the primary focus of the City's efforts is on the Spanish speaking segment of the LEP population.

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

Santa Clarita Transit serves LEP persons daily via our fixed route buses and paratransit services daily. The majority of our LEP persons are Spanish speakers. To date, the most frequent contact between LEP persons and our transit staff is with bus drivers. In May of 2012, A Coach Operator Survey was conducted by Santa Clarita Transit staff to determine the frequency with which coach operators come in contact with LEP persons and in which geographic segment of our service area.

It was determined that out of the 59 coach operators, 15 percent said they had zero times per day in which they assisted customers with Limited English Proficiency. 10 percent said they assisted customers with LEP 3 times per day, and another 10 percent said they assisted customers with LEP 5 times per day. When asked "how much time do you spend working with customers who are LEP?"17 percent responded with one hour per day. And 13 percent said two hours per day. The next highest response was 11 percent said only one hour per week. When asked "which language group do you encounter frequently when working?" 70 percent responded with the Spanish language. The next highest response was tied at 7 percent for Tagalog and Chinese. When asked "have you ever requested translation assistance?" 52 percent said NO and 38% said YES. Of which, 41 percent said yes, in person from someone and 34 percent said yes from a co-worker.

When asked "Have you ever received comments or feedback concerning a Spanish Route and schedule Guides?" 71 percent responded no, and 29 percent responded yes.

Based on coach operator feedback, Santa Clarita Transit staff determined the needs of LEP persons on transit have been adequately met. In order to have more Spanish assistance on board our buses, all recruiting flyers and website postings have mentioned to all potential new driver applicants that, "Spanish is desired". This survey data will also be used to refine our outreach strategy over the next three years.

The Santa Clarita Transit customer call center is staffed with Spanish speaking personnel at all times. A new more sophisticated phone system was installed in July of 2013. Based on data from June 30, 2013 until March 27, 2014, the City's transit call center received approximately 87,380 transit phone calls, of which 6.0% are from Spanish speaking customers. Santa Clarita Transit's interpreter service line provides translation for any other language that the call center cannot provide. They only received 8 Arabic, 2 Hindi, 2 Farsi and 1 Vietnamese call from July 2013 - April 2014.

According to the B16001 form from the 2012 Census ACS data, the majority of the LEP population resides in the Canyon Country (91351) and Newhall (91321) areas (see table at the end of LEP plan).

Santa Clarita Transit routes cover all areas of the Santa Clarita Valley. With 30 minute frequencies on all routes, areas with high and low LEP population are equally served. Based on our total ridership numbers for all local routes, the highest ridership by far comes from the routes that serve our LEP population of Canyon Country and Newhall.

ROUTE	FY2013 Ridership Totals	Service Area
Route 1	605,149	Castaic, Valencia, Newhall and Canyon Country
Route 2	412,663	Castaic, Valencia, Newhall and Canyon Country
Route 3	89,651	Saugus and Valencia
Route 4	183,539	Newhall, Valencia and Saugus
Route 5	412,858	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 6	733,644	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 7	65,507	Saugus and Valencia
Route 14	162,929	Newhall, Valencia and Saugus

3. The nature and importance of services provided by Santa Clarita Transit to the LEP population.

Santa Clarita Transit provides important transit services to the public through its fixed route and complimentary paratransit services. Santa Clarita Transit is the only major public transportation provider in the Santa Clarita Valley and provides Commuter bus service between the Santa Clarita Valley and the Los Angeles basin. Santa Clarita Transit provides Santa Clarita Valley residents, including LEP persons, transportation services for the purpose of commuting to work, shopping, recreational needs, personal errands, school and other services the public accesses frequently.

4. The resources available to Santa Clarita Transit and overall cost to provide LEP assistance.

Providing translation services to allow LEP populations to participate in the development of Santa Clarita Transit's core planning and investment policies is a routine practice for Santa Clarita Transit. Santa Clarita Transit's Customer Call Center, which manages customer comments by phone, mail, email and in-person, currently benefits from having four staff members who speak, read and write Spanish. The customer call center team also utilizes translation services provided by "Pacific Interpreters" for customers who speak other languages. Spanish translated documents have included rider alerts posted on our buses and at bus stops, fare service change information, how to ride guides and current fare and pass information in the City service brochures. We currently provide a Spanish translator at each one of our community events and have developed Spanish language marketing campaigns promoting the benefits of public transportation.

Santa Clarita Transit provides Spanish language materials to our LEP population whenever possible. However, the cost to implement multiple-language (i.e., beyond English and Spanish) materials and translators are significantly high and not currently funded. Santa Clarita Transit staff is exploring lower cost options to expand access to these programs and materials for LEP residents within the service area. An example of this was in fall of 2013, where Santa Clarita Transit recently updated their website, now including a link to view the site entirely in Spanish.

Based on the four-factor analysis, Santa Clarita Transit developed its LEP Plan as outlined in the following section.

Limited English Proficiency (LEP) Plan Outline

How Santa Clarita Transit and staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to Santa Clarita sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Consistently monitor the number of people that access the transit website in Spanish. And continue to update the site wherever needed.
4. If a vehicle operator encounters a customer in need of assistance in a language other than English, vehicle operators are instructed to try to obtain their contact information and give this information to their manager for follow-up. Dispatchers and call center staff are also instructed to obtain contact information from LEP persons they encounter either in person or over the phone and recording passenger's requests for language assistance in the customer service database.
5. Automated phone tree is available in English and in Spanish. Callers are given the opportunity to speak directly to a Spanish speaking staff person.

Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which Santa Clarita Transit staff responds to LEP persons, whether in person, by telephone or in writing.

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Santa Clarita Transit programs and services.
- Provide a bilingual staff member at all community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven day advance notice;
- Survey bus drivers and other front-line staff, like dispatchers and call center staff, on their experience concerning any contacts with LEP persons during the previous year;
- Post the Santa Clarita Transit Title VI Policy and LEP Plan on the agency website, www.santaclaritatransit.com ;
- Provide group travel training to LEP persons with the assistance of bilingual staff;
- Include language "Spanish a plus" on bus driver recruitment flyers and onboard recruitment posters;

- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service.

Staff Training

The following training is provided to Santa Clarita City and contractor staff:

1. Information on the Santa Clarita Transit Title VI procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of the Language Identification Flashcards
4. Documentation of language assistance requests
5. How to handle a potential Title VI/LEP complaint

Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers and agendas will be printed in an alternative language based on the known LEP population. Interpreters will also be available as needed.

Monitoring and Updating the LEP Plan

Santa Clarita Transit will update the LEP as required by the U.S. DOT. At minimum, the plan will be reviewed and updated every three years or when it is clear that higher concentrations of LEP individuals are present in the Santa Clarita Transit service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether Santa Clarita Transit's financial resources are sufficient to fund language assistance resources needed
- Determine whether Santa Clarita Transit has fully complied with the goals of this LEP plan
- Determine whether complaints have been received concerning Santa Clarita Transit's failure to meet the needs of LEP individuals

Dissemination of the Santa Clarita Transit LEP Plan

A link to the Santa Clarita Transit LEP Plan and the Title VI Procedures is included on the Santa Clarita Transit website at www.santaclaritatransit.com. Any person or agency with internet access will be able to access and download the plan from the Santa Clarita Transit website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail or in person and shall be provided with a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which Santa Clarita Transit will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to:

Transit Manager
Santa Clarita Transit
28250 Constellation Road
Santa Clarita, CA 91355
Phone: (661) 295-6300
Fax: (661) 295-6393
Email: aaguilar@santa-clarita.com

Santa Clarita Valley
DEMOGRAPHIC PROFILE
2010 Census
CITY OF SANTA CLARITA
FOUNDED 15 DECEMBER 1987
Population by Census Tract
Minority Population
Non-Minority Population
Per Federal Transit Administration (FTA), Census tract in which the minority percentage exceeds 18.24% are defined as minority tracts.
Minority population includes non-white and non-hispanic race group.
Rail Station
Rail Network
Santa Clarita Transit Bus Routes
City Boundary
Water Features
Census Tract Boundary
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0.5 0.25 0 0.5 1 1.5 Miles
Census data: 2010 Redistricting Data (P.L. 94-171) Summary File - US Census Bureau
Map reroduced with permission granted by Rand Mcnally Maps (Copyright 2013).
The City of Santa Clarita does not warrant the accuracy of the data and assumes no liability for any errors or omissions.
q:/projects/master/census2010/mxd/scv_non_minority.mxd
MCBEAN REGIONAL TRANSIT CENTER
CITY HALL
SENIOR CENTER
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Santa Clarita Valley

LOW INCOME PROFILE

American Community Survey (ACS) - 2012

Income Profile by Census Tract

- Low Income
- Non-Low Income

Per Federal Transit Administration (FTA).
Census tract in which the low income percentage exceeds 16.47% are defined as low income tracts.

- Rail Station
- Rail Network
- Santa Clarita Transit Bus Routes
- City Boundary
- Water Features
- Census Tract Boundary

N

0.5 0.25 0 0.5 1 1.5 Miles

Census data: 2010 Redistricting Data
(P.L. 94-171) Summary File - US Census Bureau

Income Profile from American Community Survey (ACS)

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by Rand Mcnally Maps (Copyright 2013).

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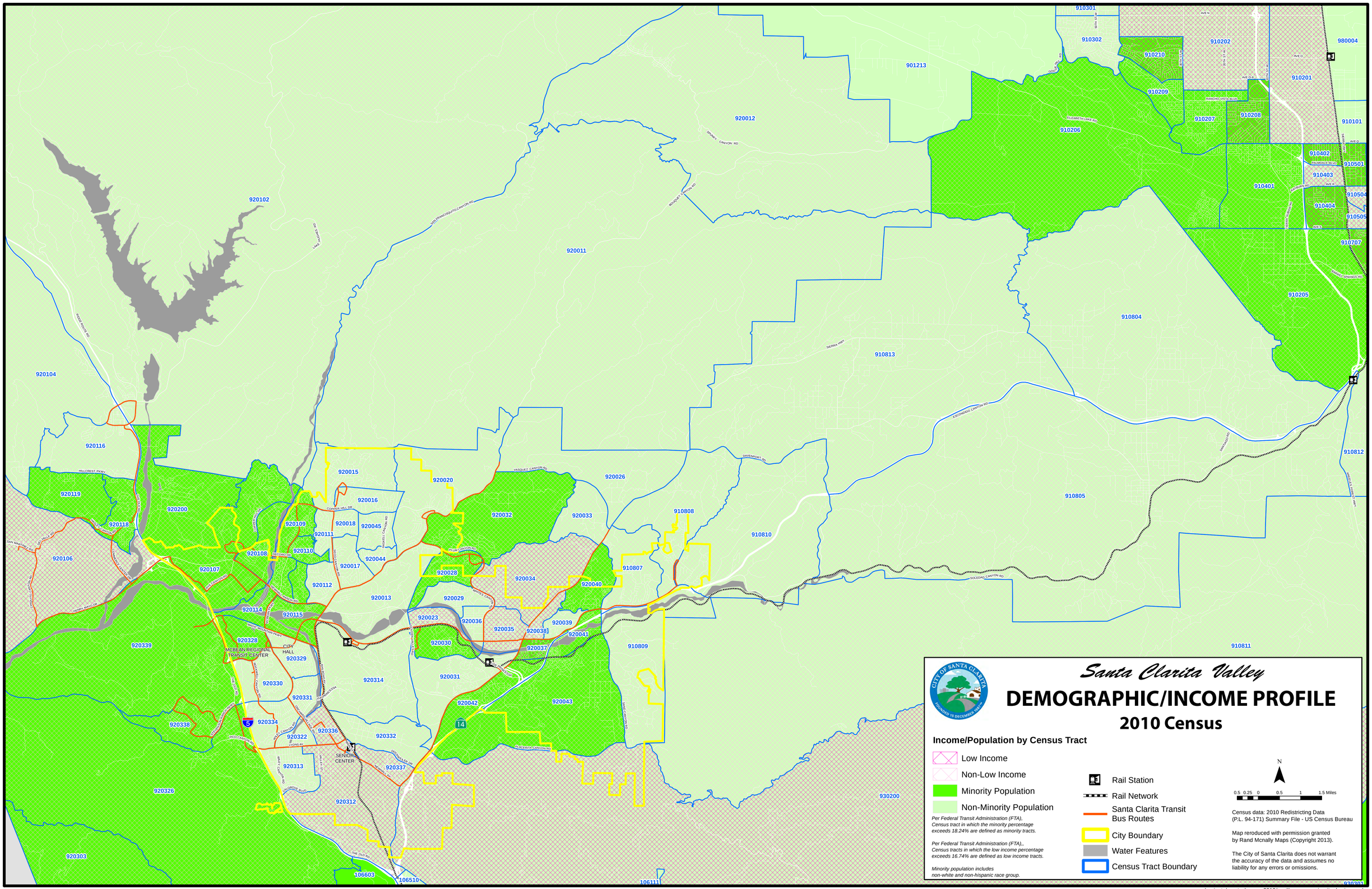
q:/projects/master/census2010/mxd/scv_low_income.mxd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CITY HALL
MCBEAN REGIONAL TRANSIT CENTER
SENIORS CENTER
SANTA CLARITA VALLEY
DEMOGRAPHIC/INCOME PROFILE
2010 Census
Income/Population by Census Tract
Low Income
Non-Low Income
Minority Population
Non-Minority Population
Per Federal Transit Administration (FTA), Census tract in which the minority percentage exceeds 18.24% are defined as minority tracts.
Per Federal Transit Administration (FTA),, Census tracts in which the low income percentage exceeds 16.74% are defined as low income tracts.
Minority population includes non-white and non-hispanic race group.
Rail Station
Rail Network
Santa Clarita Transit Bus Routes
City Boundary
Water Features
Census Tract Boundary
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0.5 0.25 0 0.5 1 1.5 Miles
Census data: 2010 Redistricting Data (P.L. 94-171) Summary File - US Census Bureau
Map reroduced with permission granted by Rand Mcnally Maps (Copyright 2013).
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q:/projects/master/census2010/mxd/scv_non_minority_lowinc.mxd

2010 CENSUS POPULATION / RACIAL DISTRIBUTION CHART by CENSUS TRACT

Santa Clarita Valley

Census ID	Acreage	Square Mile	Total Population	White	% White	Black	% Black	Native American	% Native American	Asian	% Asian	Pacific Islander	% Pacific Islander	Others	% Others	Non-Hispanic Two Race	% Non-Hispanic Two Race	Minority	**% Minority**	Hispanic	% Hispanic	Non-Hispanic	% Non-Hispanic
910201	3,598.567	5.62	3,549	1,247	35.14	376	10.59	18	0.51	131	3.69	1	0.03	4	0.11	79	2.23	609	**17.16**	1,693	47.70	1,856	52.30
910202	5,029.026	7.86	5,223	3,033	58.07	357	6.84	32	0.61	346	6.62	6	0.11	15	0.29	136	2.60	892	**17.08**	1,298	24.85	3,925	75.15
910205	7,223.906	11.29	1,371	684	49.89	117	8.53	2	0.15	100	7.29	1	0.07	2	0.15	33	2.41	255	**18.60**	432	31.51	939	68.49
910206	12,471.997	19.49	3,246	878	27.05	562	17.31	2	0.06	360	11.09	6	0.18	15	0.46	103	3.17	1,048	**32.29**	1,320	40.67	1,926	59.33
910207	1,095.450	1.71	6,023	2,236	37.12	686	11.39	15	0.25	560	9.30	12	0.20	23	0.38	183	3.04	1,479	**24.56**	2,308	38.32	3,715	61.68
910208	816.666	1.28	6,340	1,974	31.14	747	11.78	31	0.49	394	6.21	7	0.11	23	0.36	163	2.57	1,365	**21.53**	3,001	47.33	3,339	52.67
910209	724.716	1.13	4,397	2,124	48.31	498	11.33	20	0.45	315	7.16	9	0.20	9	0.20	126	2.87	977	**22.22**	1,296	29.47	3,101	70.53
910210	783.056	1.22	7,103	3,455	48.64	896	12.61	24	0.34	569	8.01	33	0.46	26	0.37	208	2.93	1,756	**24.72**	1,892	26.64	5,211	73.36
910301	974.928	1.52	4,219	2,893	68.57	261	6.19	33	0.78	177	4.20	2	0.05	3	0.07	82	1.94	558	**13.23**	768	18.20	3,451	81.80
910302	1,023.913	1.60	6,387	3,791	59.35	492	7.70	45	0.70	333	5.21	8	0.13	15	0.23	209	3.27	1,102	**17.25**	1,494	23.39	4,893	76.61
910401	2,420.620	3.78	6,608	2,200	33.29	901	13.63	25	0.38	588	8.90	13	0.20	26	0.39	221	3.34	1,774	**26.85**	2,634	39.86	3,974	60.14
910402	282.854	0.44	3,751	365	9.73	617	16.45	6	0.16	33	0.88	0	0.00	7	0.19	62	1.65	725	**19.33**	2,661	70.94	1,090	29.06
910403	310.298	0.48	2,235	204	9.13	248	11.10	1	0.04	16	0.72	1	0.04	3	0.13	32	1.43	301	**13.47**	1,730	77.40	505	22.60
910404	636.472	0.99	4,130	765	18.52	544	13.17	14	0.34	107	2.59	2	0.05	9	0.22	86	2.08	762	**18.45**	2,603	63.03	1,527	36.97
910501	369.915	0.58	5,339	563	10.55	1,543	28.90	9	0.17	122	2.29	8	0.15	18	0.34	143	2.68	1,843	**34.52**	2,933	54.94	2,406	45.06
910502	495.058	0.77	4,086	667	16.32	506	12.38	2	0.05	54	1.32	4	0.10	2	0.05	72	1.76	640	**15.66**	2,779	68.01	1,307	31.99
910504	392.701	0.61	4,797	789	16.45	557	11.61	12	0.25	96	2.00	4	0.08	11	0.23	69	1.44	749	**15.61**	3,259	67.94	1,538	32.06
910505	399.891	0.62	3,064	570	18.60	322	10.51	16	0.52	62	2.02	2	0.07	6	0.20	61	1.99	469	**15.31**	2,025	66.09	1,039	33.91
910707	1,658.092	2.59	4,329	1,066	24.62	783	18.09	18	0.42	90	2.08	11	0.25	20	0.46	121	2.80	1,043	**24.09**	2,220	51.28	2,109	48.72
910804	16,105.901	25.17	3,295	2,443	74.14	16	0.49	16	0.49	86	2.61	0	0.00	7	0.21	60	1.82	185	**5.61**	667	20.24	2,628	79.76
910805	27,215.297	42.52	4,839	3,566	73.69	109	2.25	29	0.60	70	1.45	2	0.04	9	0.19	116	2.40	335	**6.92**	938	19.38	3,901	80.62
910807	1,361.486	2.13	5,489	3,035	55.29	308	5.61	18	0.33	420	7.65	3	0.05	2	0.04	181	3.30	932	**16.98**	1,522	27.73	3,967	72.27
910808	2,660.589	4.16	3,537	2,191	61.95	71	2.01	9	0.25	183	5.17	7	0.20	12	0.34	78	2.21	360	**10.18**	986	27.88	2,551	72.12
910809	2,992.345	4.68	2,235	1,732	77.49	28	1.25	3	0.13	156	6.98	0	0.00	5	0.22	42	1.88	234	**10.47**	269	12.04	1,966	87.96
910810	5,889.803	9.20	2,765	1,712	61.92	72	2.60	7	0.25	236	8.54	4	0.14	5	0.18	62	2.24	386	**13.96**	667	24.12	2,098	75.88
910811	80,021.113	125.03	305	178	58.36	24	7.87	6	1.97	3	0.98	0	0.00	0	0.00	6	1.97	39	**12.79**	88	28.85	217	71.15
910812	8,201.199	12.81	464	376	81.03	1	0.22	4	0.86	2	0.43	2	0.43	5	1.08	24	5.17	38	**8.19**	50	10.78	414	89.22
910813	20,390.736	31.86	3,535	2,660	75.25	52	1.47	24	0.68	62	1.75	2	0.06	4	0.11	70	1.98	214	**6.05**	661	18.70	2,874	81.30
920011	40,342.462	63.04	286	180	62.94	25	8.74	0	0.00	2	0.70	1	0.35	0	0.00	8	2.80	36	**12.59**	70	24.48	216	75.52
920012	17,863.749	27.91	1,072	877	81.81	5	0.47	9	0.84	17	1.59	1	0.09	5	0.47	36	3.36	73	**6.81**	122	11.38	950	88.62
920013	2,053.648	3.21	4,306	2,796	64.93	70	1.63	15	0.35	302	7.01	4	0.09	10	0.23	94	2.18	495	**11.50**	1,015	23.57	3,291	76.43
920015	1,448.153	2.26	6,353	4,150	65.32	171	2.69	5	0.08	593	9.33	2	0.03	12	0.19	208	3.27	991	**15.60**	1,212	19.08	5,141	80.92
920016	531.467	0.83	4,904	3,089	62.99	214	4.36	11	0.22	476	9.71	4	0.08	12	0.24	173	3.53	890	**18.15**	925	18.86	3,979	81.14
920017	513.196	0.80	4,342	2,849	65.61	55	1.27	21	0.48	218	5.02	9	0.21	10	0.23	97	2.23	410	**9.44**	1,083	24.94	3,259	75.06
920018	239.038	0.37	2,277	1,616	70.97	30	1.32	5	0.22	147	6.46	0	0.00	11	0.48	50	2.20	243	**10.67**	418	18.36	1,859	81.64
920020	2,673.798	4.18	6,954	4,667	67.11	132	1.90	14	0.20	339	4.87	12	0.17	12	0.17	214	3.08	723	**10.40**	1,564	22.49	5,390	77.51
920023	331.828	0.52	2,598	1,172	45.11	48	1.85	6	0.23	41	1.58	2	0.08	6	0.23	56	2.16	159	**6.12**	1,267	48.77	1,331	51.23
920026	3,117.278	4.87	419	312	74.46	0	0.00	4	0.95	10	2.39	1	0.24	0	0.00	9	2.15	24	**5.73**	83	19.81	336	80.19
920028	667.674	1.04	5,684	2,976	52.36	205	3.61	14	0.25	698	12.28	3	0.05	22	0.39	180	3.17	1,122	**19.74**	1,586	27.90	4,098	72.10
920029	553.488	0.86	3,574	1,930	54.00	97	2.71	10	0.28	164	4.59	4	0.11	10	0.28	126	3.53	411	**11.50**	1,233	34.50	2,341	65.50
920030	646.814	1.01	5,818	2,859	49.14	288	4.95	4	0.07	608	10.45	7	0.12	26	0.45	209	3.59	1,142	**19.63**	1,817	31.23	4,001	68.77
920031	1,571.883	2.46	5,301	3,365	63.48	162	3.06	7	0.13	524	9.88	6	0.11	10	0.19	94	1.77	803	**15.15**	1,133	21.37	4,168	78.63
920032	3,047.008	4.76	2,897	1,668	57.58	134	4.63	3	0.10	361	12.46	5	0.17	3	0.10	89	3.07	595	**20.54**	634	21.88	2,263	78.12
920033	850.075	1.33	515	334	64.85	19	3.69	4	0.78	14	2.72	1	0.19	3	0.58	14	2.72	55	**10.68**	126	24.47	389	75.53
920034	2,227.047	3.48	3,628	1,901	52.40	176	4.85	10	0.28	335	9.23	7	0.19	15	0.41	109	3.00	652	**17.97**	1,075	29.63	2,553	70.37
920035	609.477	0.95	7,720	2,831	36.67	240	3.11	16	0.21	593	7.68	11	0.14	28	0.36	171	2.22	1,059	**13.72**	3,830	49.61	3,890	50.39
920036	301.998	0.47	3,419	1,195	34.95	62	1.81	22	0.64	152	4.45	10	0.29	3	0.09	69	2.02	318	**9.30**	1,906	55.75	1,513	44.25
920037	230.371	0.36	7,131	1,571	22.03	742	10.41	26	0.36	420	5.89	8	0.11	23	0.32	176	2.47	1,395	**19.56**	4,165	58.41	2,966	41.59
920038	245.789	0.38	4,430	1,555	35.10	308	6.95	4	0.09	241	5.44	19	0.43	8	0.18	98	2.21	678	**15.30**	2,197	49.59	2,233	50.41
920039	257.336	0.40	1,896	1,218	64.24	34	1.79	6	0.32	140	7.38	2	0.11	6	0.32	64	3.38	252	**13.29**	426	22.47	1,470	77.53
920040	731.450	1.14	3,352	1,694	50.54	205	6.12	12	0.36	438	13.07	7	0.21	14	0.42	106	3.16	782	**23.33**	876	26.13	2,476	73.87
920041	447.004	0.70	2,871	1,029	35.84	332	11.56	10	0.35	275	9.58	4	0.14	13	0.45	107	3.73	741	**25.81**	1,101	38.35	1,770	61.65
920042	929.116	1.45	6,769	3,229	47.70	425	6.28	24	0.35	839	12.39	28	0.41	11	0.16	267	3.94	1,594	**23.55**	1,946	28.75	4,823	71.25
920043	4,617.917	7.22	5,711	2,473	43.30	296	5.18	9	0.16	1,409	24.67	4	0.07	12	0.21	172	3.01	1,902	**33.30**	1,336	23.39	4,375	76.61
920044	247.115	0.39	2,686	1,637	60.95	62	2.31	3	0.11	240	8.94	3	0.11	9	0.34	81	3.02	398	**14.82**	651	24.24	2,035	75.76
920045	462.007	0.72	4,622	2,958	64.00	131	2.83	17	0.37	425	9.20	5	0.11	24	0.52	134	2.90	736	**15.92**	928	20.08	3,694	79.92
920102	155,141.138	242.41	5,668	3,036	53.56	192	3.39	20	0.35	512	9.03	12	0.21	8	0.14	175	3.09	919	**16.21**	1,713	30.22	3,955	69.78
920104	39,075.195	61.05	2,798	1,917	68.51	72	2.57	7	0.25	155	5.54	1	0.04	2	0.07	76	2.72	313	**11.19**	568	20.30	2,230	79.70
920106	11,561.577	18.06	3,110	1,140	36.66	108	3.47	8	0.26	61	1.96	0	0.00	6	0.19	84	2.70	267	**8.59**	1,703	54.76	1,407	45.24
920107	2,819.369	4.41	3,954	1,890	47.80	169	4.27	2	0.05	1,001	25.32	0	0.00	6	0.15	171	4.32	1,349	**34.12**	715	18.08	3,239	81.92
920108	688.074	1.08	3,439	1,739	50.57	153	4.45	2	0.06	944	27.45	4	0.12	3	0.09	125	3.63	1,231	**35.80**	469	13.64	2,970	86.36
920109	558.201	0.87	4,493	2,922	65.03	169	3.76	14	0.31	566	12.60	10	0.22	10	0.22	135	3.00	904	**20.12**	667	14.85	3,826	85.15
920110	258.167	0.40	5,010	3,342	66.71	130	2.59	4	0.08	753	15.03	13	0.26	7	0.14	156	3.11	1,063	**21.22**	605	12.08	4,405	87.92
920111	292.536	0.46	3,246	2,118	65.25	77	2.37	8	0.25	283	8.72	2	0.06	9	0.28	111	3.42	490	**15.10**	638	19.65	2,608	80.35
920112	427.084	0.67	4,287	2,953	68.88	98	2.29	10	0.23	331	7.72	3	0.07	7	0.16	97	2.26	546	**12.74**	788	18.38	3,499	81.62
920114	699.911	1.09	6,490	3,599	55.45	252	3.88	17	0.26	1,264	19.48	8	0.12	35	0.54	224	3.45	1,800	**27.73**	1,091	16.81	5,399	83.19
920115	889.554	1.39	4,149	2,635	63.51	120	2.89	8	0.19	621	14.97	1	0.02	4	0.10	126	3.04	880	**21.21**	634	15.28	3,515	84.72
920116	1,835.211	2.87	5,181	3,190	61.57	139	2.68	20	0.39	490	9.46	7	0.14	8	0.15	171	3.30	835	**16.12**	1,156	22.31	4,025	77.69
920118	731.209	1.14	6,117	3,366	55.03	226	3.69	5	0.08	902	14.75	8	0.13	11	0.18	187	3.06	1,339	**21.89**	1,412	23.08	4,705	76.92
920119	1,250.834	1.95	1,896	1,027	54.17	89	4.69	3	0.16	283	14.93	1	0.05	1	0.05	80	4.22	457	**24.10**	412	21.73	1,484	78.27
920200	2,804.683	4.38	6,920	684	9.88	2,040	29.48	1	0.01	24	0.35	3	0.04	53	0.77	5	0.07	2,126	**30.72**	4,110	59.39	2,810	40.61
920303	12,738.137	19.90	1,446	803	55.53	56	3.87	7	0.48	272	18.81	2	0.14	0	0.00	62	4.29	399	**27.59**	244	16.87	1,202	83.13
920312	3,153.117	4.93	5,268	3,209	60.91	151	2.87	13	0.25	244	4.63	12	0.23	18	0.34	138	2.62	576	**10.93**	1,483	28.15	3,785	71.85
920313	722.143	1.13	6,010	3,301	54.93	88	1.46	21	0.35	322	5.36	3	0.05	10	0.17	131	2.18	575	**9.57**	2,134	35.51	3,876	64.49
920314	2,806.825	4.39	2,909	1,904	65.45	72	2.48	11	0.38	221	7.60	7	0.24	2	0.07	70	2.41	383	**13.17**	622	21.38	2,287	78.62
920322	258.168	0.40	2,895	1,882	65.01	62	2.14	2	0.07	182	6.29	1	0.03	4	0.14	56	1.93	307	**10.60**	706	24.39	2,189	75.61
920326	16,857.754	26.34	6,840	3,541	51.77	274	4.01	25	0.37	1,493	21.83	0	0.00	25	0.37	207	3.03	2,024	**29.59**	1,275	18.64	5,565	81.36
920328	593.022	0.93	1,990	1,355	68.09	79	3.97	6	0.30	210	10.55	2	0.10	10	0.50	63	3.17	370	**18.59**	265	13.32	1,725	86.68
920329	542.810	0.85	5,460	3,759	68.85	111	2.03	14	0.26	420	7.69	6	0.11	10	0.18	155	2.84	716	**13.11**	985	18.04	4,475	81.96
920330	813.455	1.27	5,349	3,770	70.48	102	1.91	6	0.11	589	11.01	4	0.07	8	0.15	135	2.52	844	**15.78**	735	13.74	4,614	86.26
920331	371.876	0.58	4,075	2,742	67.29	83	2.04	2	0.05	341	8.37	6	0.15	13	0.32	112	2.75	557	**13.67**	776	19.04	3,299	80.96
920332	1,055.312	1.65	2,337	1,707	73.04	56	2.40	15	0.64	120	5.13	3	0.13	17	0.73	26	1.11	237	**10.14**	393	16.82	1,944	83.18
920334	691.397	1.08	6,598	4,664	70.69	147	2.23	17	0.26	505	7.65	6	0.09	17	0.26	176	2.67	868	**13.16**	1,066	16.16	5,532	83.84
920336	409.606	0.64	7,027	1,418	20.18	80	1.14	16	0.23	206	2.93	3	0.04	22	0.31	64	0.91	391	**5.56**	5,218	74.26	1,809	25.74
920337	407.207	0.64	7,257	1,124	15.49	291	4.01	18	0.25	469	6.46	4	0.06	13	0.18	112	1.54	907	**12.50**	5,226	72.01	2,031	27.99
920338	918.001	1.43	5,721	3,396	59.36	144	2.52	16	0.28	1,172	20.49	11	0.19	18	0.31	163	2.85	1,524	**26.64**	801	14.00	4,920	86.00
920339	8,391.701	13.11	7,377	3,857	52.28	226	3.06	18	0.24	1,950	26.43	15	0.20	18	0.24	298	4.04	2,525	**34.23**	995	13.49	6,382	86.51
930200	75,420.802	117.85	546	303	55.49	10	1.83	5	0.92	19	3.48	0	0.00	0	0.00	8	1.47	42	**7.69**	201	36.81	345	63.19
Population Total			**370,059**	**183,821**		**22,428**		**1,073**		**32,617**		**478**		**979**		**9,938**		**67,513**		**118,725**		**251,334**	
Percentage Total					**49.67**		**6.06**		**0.29**		**8.81**		**0.13**		**0.26**		**2.69**		**18.24**		**32.08**		**67.92**

Notes: Minority population includes non-white and non-hispanic race group

2010 CENSUS POPULATION LOW INCOME DISTRIBUTION CHART by CENSUS TRACT

Santa Clarita Valley

Census ID	Acreage	Square Mile	Total Population	150 percent of poverty level	low-income percentage
910201	3,598.567	5.62	3,549	1,984	55.90%
910202	5,029.026	7.86	5,223	1,028	19.68%
910205	7,223.906	11.29	1,371	195	14.22%
910206	12,471.997	19.49	3,246	169	5.21%
910207	1,095.450	1.71	6,023	965	16.02%
910208	816.666	1.28	6,340	1,446	22.81%
910209	724.716	1.13	4,397	416	9.46%
910210	783.056	1.22	7,103	1,191	16.77%
910301	974.928	1.52	4,219	540	12.80%
910302	1,023.913	1.60	6,387	494	7.73%
910401	2,420.620	3.78	6,608	591	8.94%
910402	282.854	0.44	3,751	2,067	55.11%
910403	310.298	0.48	2,235	1,703	76.20%
910404	636.472	0.99	4,130	1,759	42.59%
910501	369.915	0.58	5,339	3,766	70.54%
910502	495.058	0.77	4,086	2,592	63.44%
910504	392.701	0.61	4,797	2,452	51.12%
910505	399.891	0.62	3,064	829	27.06%
910707	1,658.092	2.59	4,329	1,435	33.15%
910804	16,105.901	25.17	3,295	405	12.29%
910805	27,215.297	42.52	4,839	717	14.82%
910807	1,361.486	2.13	5,489	263	4.79%
910808	2,660.589	4.16	3,537	506	14.31%
910809	2,992.345	4.68	2,235	171	7.65%
910810	5,889.803	9.20	2,765	340	12.30%
910811	80,021.113	125.03	305	36	11.80%
910812	8,201.199	12.81	464	23	4.96%
910813	20,390.736	31.86	3,535	367	10.38%
920011	40,342.462	63.04	286	3	1.05%
920012	17,863.749	27.91	1,072	95	8.86%
920013	2,053.648	3.21	4,306	338	7.85%
920015	1,448.153	2.26	6,353	341	5.37%
920016	531.467	0.83	4,904	431	8.79%
920017	513.196	0.80	4,342	670	15.43%
920018	239.038	0.37	2,277	329	14.45%
920020	2,673.798	4.18	6,954	613	8.82%
920023	331.828	0.52	2,598	522	20.09%
920026	3,117.278	4.87	419	61	14.56%
920028	667.674	1.04	5,684	460	8.09%
920029	553.488	0.86	3,574	393	11.00%
920030	646.814	1.01	5,818	834	14.33%
920031	1,571.883	2.46	5,301	591	11.15%
920032	3,047.008	4.76	2,897	49	1.69%
920033	850.075	1.33	515	53	10.29%
920034	2,227.047	3.48	3,628	701	19.32%
920035	609.477	0.95	7,720	1,588	20.57%
920036	301.998	0.47	3,419	526	15.38%
920037	230.371	0.36	7,131	2,209	30.98%
920038	245.789	0.38	4,430	846	19.10%
920039	257.336	0.40	1,896	54	2.85%
920040	731.450	1.14	3,352	370	11.04%
920041	447.004	0.70	2,871	267	9.30%
920042	929.116	1.45	6,769	1,041	15.38%
920043	4,617.917	7.22	5,711	628	11.00%
920044	247.115	0.39	2,686	41	1.53%
920045	462.007	0.72	4,622	228	4.93%
920102	155,141.138	242.41	5,668	851	15.01%
920104	39,075.195	61.05	2,798	359	12.83%
920106	11,561.577	18.06	3,110	841	27.04%
920107	2,819.369	4.41	3,954	216	5.46%
920108	688.074	1.08	3,439	106	3.08%
920109	558.201	0.87	4,493	249	5.54%
920110	258.167	0.40	5,010	271	5.41%
920111	292.536	0.46	3,246	159	4.90%
920112	427.084	0.67	4,287	478	11.15%
920114	699.911	1.09	6,490	307	4.73%
920115	889.554	1.39	4,149	516	12.44%
920116	1,835.211	2.87	5,181	604	11.66%
920118	731.209	1.14	6,117	224	3.66%
920119	1,250.834	1.95	1,896	27	1.42%
920200	2,804.683	4.38	6,920	0	0.00%
920303	12,738.137	19.90	1,446	125	8.64%
920312	3,153.117	4.93	5,268	1,385	26.29%
920313	722.143	1.13	6,010	934	15.54%
920314	2,806.825	4.39	2,909	176	6.05%
920322	258.168	0.40	2,895	254	8.77%
920326	16,857.754	26.34	6,840	1,013	14.81%
920328	593.022	0.93	1,990	107	5.38%
920329	542.810	0.85	5,460	385	7.05%
920330	813.455	1.27	5,349	474	8.86%
920331	371.876	0.58	4,075	542	13.30%
920332	1,055.312	1.65	2,337	92	3.94%
920334	691.397	1.08	6,598	779	11.81%
920336	409.606	0.64	7,027	2,851	40.57%
920337	407.207	0.64	7,257	3,506	48.31%
920338	918.001	1.43	5,721	161	2.81%
920339	8,391.701	13.11	7,377	129	1.75%
930200	75,420.802	117.85	546	104	19.05%
Population Total			**370,059**	**60,957**	**16.47%**

Notes: Census tracts that exceed 16.47% are defined as low-income tracts.